



Job Details

Title: Process Specialist

Location: Dublin or Limerick

About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door – you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

About the Role:

An opportunity has arisen to work as a Process Specialist in our cross functional Programme Management Office with responsibility for transforming and standardising business processes and systems, developing process-centric Standard Operating Procedures and implementing a process-based Integrated Management System. This role will be part of a team that is responsible for providing subject matter expertise, strong analytics, and process development to optimise and deploy processes. This successful candidate will work with clients to design and implement best practice business processes. Particular focus will be on lean thinking, process standardization, and data leverage to enable standardized business solutions, balancing process, control, systems, and data.

In this role, the individual will be responsible for establishing or extending relationships with operational business teams to transform process design:

- **Analyze:** Understand and document the current processes, benchmark current landscape
- **Standardise and Design:** Leverage lean practices to develop best-in-class processes, establish standard processes, and integrate with systems design. Develop business cases for transformation opportunities.
- **Build:** Integrate with client teams to ensure alignment between processes, systems and data
- **Deploy and Improve:** Lead process deployment efforts to ensure buy-in from local implementations. See through stabilisation efforts, hand off standardised processes, and iterate to further businesses.
- **Control:** Identify the key performance measures that will enable the management, control and further improvement of processes.

Responsibilities

- Engaging with client cross-functional process team(s)
- Participating in current state (as-is) process mapping
- Participating in future state (to-be) common process development

- Identifying data requirements and gaps
- Understanding current process metrics
- Defining Key Performance Indicators
- Coordinating quality assurance reviews
- Defining new reporting needs
- Performing Business Impact Gap Analyses to support adoption and embedding change in the business
- Testing and deploying new processes
- Business Readiness analysis
- Contributing to the development of an enterprise-wide process architecture

The Person:

- Demonstrated ability to drive & solve issues through to resolution
- Team player, resourceful, and self-motivating.
- Knowledge of Best Practise processes and procedures
- Ability to solve complex enterprise-wide business problems to determine solutions that will yield expected business results through integrated high performing business processes
- Ability to design innovative processes
- Effective communication skills (both oral and written)
- Detail-driven process orientation.
- Strong analytical skills. Must be able to drive decisions utilizing data
- Proven ability to lead multi-disciplinary teams in large enterprises
- Passion for continuous improvement

Education:

BS / BA degree. MSc preferred

Experience:

- Must have 5 - 7 years of experience in functional management, cross-functional process or process-based transformation management with experience in Telecommunications a bonus
- Specific qualification in process excellence such as business process management, reengineering, process improvement, lean or Six Sigma, Business analysis
- Certification and experience with process improvement methodologies (ex: Six Sigma, Lean, BPM, Quality Systems)
- Project Management practitioner
- Knowledge of a Business Process Management System (BPMS)

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension, and of course, discounts on our fantastic mobile, broadband and cable.

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Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.