

## Job Details

**Reports to: Network Build Manager**

**Title: Community Liaison Officer**

**Location: Broomhill**

**Duration: Contract position**

## 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:

Working as a Community Liaison Officer within the Network Build team, your role will be field based with prime responsibility for co-ordination between construction teams and local stake holders. Representing Virgin Media, you will help manage the critical communication channel between network construction programme and those who are directly impacted by it ranging from residents groups & local businesses, community welfare groups, Tidy Towns' organisations, local council field representatives, bus operators, Gardi etc.

Role responsibility shall also include communication process improvement and (working in conjunction with PR & Marketing teams) development of improved communication materials and public comms forums.

Managing homeowner expectation and providing a caring presence on the ground within neighbourhoods during construction, is crucial to ensuring successful build. As ambassador for Virgin Media you will help establish a trusted Virgin Media brand, developing a base of potential customers throughout the construction cycle.

## Specific Tasks/ Duties:

- Establish and nurture concise communication between operational teams, home owners & local stakeholders, before during and after build.
- Co-ordination of communication letters and operational collateral, in a timely manner ensuring adequate notice is being shared.
- Develop, own and manage a stakeholder engagement calendar per neighbourhood.
- Track and record each interaction with local stakeholders.

- Represent Virgin Media at local public events, meetings and forums explaining the work we're doing and the plans we have.
- Act as the Virgin Media carer in the field, assisting with complaints management and timely resolution when these arise

## The Person:

The successful candidate will possess excellent communications skills (written and oral), the ability to work with a wide variety of people with strong organisational skills. They also should be significantly involved in the communities they serve. This role will appeal to people who enjoy writing, public speaking, and interacting with people – a genuine people person.

They will have:

- Relevant prior experience is essential, leadership and management qualification is desirable
- Establish and maintain cooperative and effective working relationships with others.
- Focused on meeting programme milestones and timelines.

We'd love to have you join us, as part of an exciting and innovative network build team.