



Job Details

Reports to: Business Operations Manager, Virgin Media Business

Title: Enterprise Service Delivery Manager

Location: Eastpoint

Duration: Permanent, Full-Time

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, super-fast broadband or our full suite of Business 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:

Management of the Enterprise Service Delivery & Business Porting teams to deliver on the Virgin Media Business objectives and goals.

In general, the individual will be responsible for improving and streamlining Service Delivery processes in order to achieve best in industry lead times, efficient teamwork and specific focus on delivering an exceptional customer experience at all times.

Key Responsibilities:

- Implement and maintain best in class standards for the Business Service Delivery and Business Porting teams.
- Improve the 'contract to billing' process and lead times
- Plan PM activities to maximise performance, order prioritisation and best fit
- Report weekly on PM activity, time management and project progress across Wholesale, Government and MLE sectors and Porting KPI's.
- Liaise with all partner departments to implement effective and efficient processes to improve the customer experience throughout the lifecycle of a customer installation. This includes implementing and driving any new tools – PRISM, CANDI etc.
- Complete all necessary administration associated with the job accurately and promptly.

- Manage the Enterprise Service Delivery and Business Porting teams. Set teams and individuals objectives and manage their performance through the Pearl portal.
- Work within a team environment, espousing the Virgin Media 5 G's vision in dealing with other departments within Virgin Media Ireland and LGI.
- Attend Sales team meetings to understand the sales cycle, sales issues, and build effective processes that meet with company expectations in delivering exceptional services to our customer.
- Allocate projects to the Service Delivery team ensuring best fit and customer continuity.
- Act as lead PM, and actively manage Business customer projects in agreement with the Business Operations Manager. The expectation is that this individual will lead from the front in delivering a high proportion of customer projects themselves.
- Meet regularly with the Enterprise Service Delivery and Business Porting teams.
- Produce a Service Delivery plan for Business in 2017 and meet regularly with the Business Operations Manager to ensure objectives and targets are met.
- Be an advocate for Superior customer experience
- Prepare weekly reports as requested by the Business Operations Manager and deliver them on time.
- Track project issues and suggest solutions whilst interacting with the relevant teams.
- Ensure smooth handover to the customer and to our Business Support team.
- Be a service delivery advocate with emphasis on speed of delivery as opposed to complex methodology.

Main Competencies:

- Planning and organisation - takes a structured approach, prioritises, manages own time, works to high quality standards, manages time of others.
- Teamwork – gains trust and respect within the team, and between teams by sharing in success and learning together
- Self-Starter.
- Self-development – maintains a high standard of professionalism and performance
- Customer service – identifies accurately the needs of internal and external customers and works to exceed the customer's expectations by delivering a high quality service
- Excellent communication and presentation skills.

Key Results Areas:

- Lead time improvements and reduce 'blockers' to install and handover.
- Deliver an exceptional customer experience.
- Improved processes across the team and between PM team and billing, sales, pre sales, planning and networks.
- Produce regular reports to demonstrate how process changes and implementation have improved the contract to billing cycle, and inter team / departmental co-operation.

The Person:

Essential Qualifications / Education:

- Leaving Certificate
- Project Management / Management qualification
- Advanced experience in Microsoft Office.
- Technical understanding of our products and services
- Understanding of Virgin Media systems

Desirable:

- 3rd level degree

Essential Experience:

- Minimum 5 years' experience in Telecoms Service Delivery /Project Management
- The person will be able to succeed in a pressurised environment and meet objectives and targets set by the Business Operations Manager.
- An excellent communicator, the successful candidate will feel comfortable dealing with internal departments to improve B2B service delivery by collaborating and sharing different process and techniques
- Operational Administration
- Customer interaction / relationship skills.
- Experience of working in a dynamic operations environment.
- Proactive and resourceful.
- Ability to work on own initiative

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.

Ready to TURN IT ON? Apply jobs@virginmedia.ie

Not your ideal job? Visit our career page to view all of our other open vacancies; <http://www.virginmedia.ie/careers>

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