



Role: Internal Communications Manager

Area: Group Centre

Sub-Area: Communications & Marketing

Location: Dublin

Duration: Permanent **Salary:** Competitive **Ref:** 093G17

Ervia, one of the leading Irish commercial semi-state companies, is a multi-utility company with responsibility for the delivery of Gas and Water infrastructure and services to meet the needs of the Irish economy. Ervia develops and operates one of the most modern and safe gas networks in the world, connecting all natural gas customers to this network, and through its subsidiary Irish Water, is responsible for the provision of all water and wastewater services to over 1.7m customers in Ireland. Ervia is committed to growth, innovation and sustainability and continues to be a major employer in Ireland, providing a dynamic and modern place to work for over 1,600 employees.

The Role:

This role is designed to support the overall drive for employee engagement by developing and executing internal communication strategies in line with company vision, purpose, strategy, values and business unit plans. As a specialist in internal communications, you will support employees' understanding of, and ability to contextualise their work within, the 'bigger picture' with a specific focus on leadership communication, strategy communication, priority company initiatives, and development of engaging, best practice content and channels. You will use your knowledge of, and exposure to, media, marketing and technology environments and your understanding of media and consumer/customer stakeholders to inform your strategies in relation to employee engagement.

Duties and Responsibilities:

Reporting to the Group Head of Internal Communication the successful candidate will:

- Engage employees in company vision, purpose, strategy, values and business unit objectives with clear, timely, resonant strategic internal communications advice and support
 - Champion the voice of the employee and encourage, develop and consolidate a communicative culture across Ervia
 - Enable leaders and employees with best practice communication channels and content
 - Empower company communicators with coaching, advice, and build organisational capability in relation to planning, messaging, execution and story-telling.
- Bring to life company vision, purpose, strategy, values and business plans by providing
 - Sound judgement and expert advice to internal stakeholders on communication issues, planning, messaging, timing and tactical execution
 - Best practice communication strategies, tactical plans, and materials
 - High quality, effective, resonant, timely and dynamic content for internal digital and traditional communication channels, and support for day to day online publishing process
 - Strategic agendas for and, in some cases delivery of, key business unit town halls and leadership communication forums
 - Support for leaders in creating a personal connection for their employees to vision, purpose, strategy and values
- Drive a step change in internal communications standards, processes, policies and governance

- Ensure alignment of internal communications messaging across programmes and initiatives, and with external and stakeholder communication. In doing so,
 - Actively collaborate with Communications & Marketing colleagues to drive an integrated approach to internal communication, leveraging the expertise in the team across media, marketing and project communications disciplines
 - Develop a strong network of collaborators and build collaborative and positive relationships across Ervia business units.
- Bring to bear best practice measurement methodologies in your communication strategies to demonstrate value and effectiveness.
- Support other day-to-day internal and external communications activities as required and additional responsibilities as decided by the Group Head of Internal Communications.

Knowledge, Skills and Experience:

- 7 years' experience working in an internal communications role
- Excellent verbal, written and digital communication skills and strong understanding of and expertise in the internal communications industry
- Proven effective time management skills with the ability to prioritise and remain focused
- Ability to work with absolute integrity and discretion in line with our company values
- Relevant third level qualification in communications or journalism
- Highly proficient in the use of SharePoint, PowerPoint, MS Office, and Adobe Photoshop, and other digital communications applications
- Ability to multi-task and run numerous projects/initiatives simultaneously and to manage third party/agency relationships
- Proven track record of collaborating and establishing good working relationships across multiple functions and business areas
- Flexible with regards working in a changing environment and the ability to adjust to new work structures, processes, and requirements as necessary
- Highly collaborative in approach, with lots of energy and enthusiasm for the role.

The closing date for receipt of applications for this vacancy is 26th January, 2018

Applications, including a current Curriculum Vitae should be emailed to: recruit@ervia.ie

Please include the Reference Number for this Role when making an application