



<b>Title</b>	<b>Executive - Hub Adviser, National Enterprise Hub (NEH)</b>
<b>Grade</b>	Level D
<b>Division</b>	Client Services
<b>Department</b>	Global Marketing, Strategic Communications and Events
<b>Reporting to</b>	National Enterprise Hub Manager
<b>Location</b>	East Point, Dublin
<b>Job Reference</b>	<b>EI.037.24E</b>
<b>Closing Date</b>	<b>Monday, 13<sup>th</sup> May 2024</b>

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**Applicants must have the legal right to live and work and be available to work in the location.**

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### **Background**

As announced by Government, Enterprise Ireland is developing the National Enterprise Hub (NEH) to help enhance accessibility for businesses to Government supports. The NEH is an 'All of Government' support which will help any business access State supports for business online, via AI chat and through Hub Advisers in our contact centre.

The National Enterprise Hub (NEH) provides information, advice and support to businesses through a variety of touchpoints on a range of business areas including available grants, training and upskilling, programmes and initiatives, going Green, digital supports, costs of doing business, internationalisation and much more. The Hub is designed to provide ease of access and guidance to businesses to the right support from across Government.

### **Role Purpose**

The individual appointed to Enterprise Ireland's National Enterprise Hub Adviser role will have the opportunity to influence businesses across Ireland by operating and delivering professional business information services to all businesses, helping them to determine the right Government business supports for their business needs and to easily access these supports.

Acting as an Adviser for Irish businesses, the successful candidate will consistently deliver excellent customer services to stakeholders from a wide variety of industries. Working with the National Enterprise Hub Manager and as part of a small team, the Hub Adviser will be responsible for guiding and referring Irish businesses to the right Government resources and supports. They will run the Hub's day-to-day operations, ensuring the NEH is operating to the highest standards including performance, quality, customer service and governance processes and procedures are fully operational to deliver impact.

### **Key Deliverables**

1. Act as an Adviser to business by providing national business information, referrals and customer interactions services to Irish businesses from a wide variety of industries.
2. Work closely with the National Enterprise Hub Manager and team to build and develop networks, relationships and effective stakeholder engagement with relevant Government, State Agencies and other industry partners to build and maintain a strong knowledge bank of information, resources, services and supports.
3. Play a part in supporting the growth, innovation and productivity of businesses across Ireland by acting as the first point of contact with customers. This includes delivering a professional and consistent customer service and support to all businesses through a range of touchpoints including telephone, email, website, chatbot channels etc.

4. Deliver accurate, timely solutions and a positive customer experience for Irish businesses through active listening and understanding of customers' businesses to best match their needs. This will involve building their awareness of the product/service offerings available to them.
5. Proactively reach out to businesses who might benefit from certain government support programs e.g., climate, green and digital initiatives.
6. Work with the Hub Manager to develop and implement all relevant administration, documentation, content, technology, systems delivery and data analysis and reporting solutions and services that are required to run the Hub.
7. Continually monitor, maintain and update the National Enterprise Hub's knowledge base with relevant information on services and supports, making it a valuable resource and tool for both stakeholders and the internal team.
8. Supervise one/two Assistant Hub Advisers by allocating and managing their day to day workload and providing advice and support to them to handle complex customer queries.
9. Actively participate in individual and team training, upskilling, development and knowledge sharing initiatives and activities.
10. Work with the team to continually review and identify areas for improvement that enhance the Hub's performance, operation and impact.

### **Functional Competencies (Key Skills & Knowledge)**

1. Demonstrated experience of working in a similar role in a professional business/customer services environment performing customer engagement, advisory and information services, for example experience of working in a contact centre or similar information-sharing business services environment is essential.
2. Skills and experience and a keen interest in delivering professional customer information services through the implementation of standard operating procedures, systems and technologies and supporting all aligned administration, performance and reporting functions to achieve impact is essential.
3. Excellent communications skills and experience across a range of touchpoints and channels is essential. This include demonstrating excellent oral, written and active listening skills with a track record of connecting with customers and delivering support and solutions to them.
4. Demonstrated skills and experience in building and maintaining business networks and stakeholder engagement across a diverse range of internal and external stakeholders is essential.
5. A proactive approach to problem solving and issues resolution.
6. Skills and experience in Customer Relationship Management (CRM) and PC tools and the MS suite of programs.
7. Capacity to understand and analyse customer requirements and to confidently make informed decisions and recommendations.
8. Capacity to allocate, monitor and supervise Assistant Hub Advisers' day to day workload and to support them in handling complex or difficult queries.
9. Strong organisational skills coupled with a capacity to prioritise work and to coordinate multi-stakeholder inputs, handling multiple projects at any one time to strict timelines.
10. An understanding of Government business support programs is desirable.

### **Enterprise Ireland Behavioural Competencies**

#### **Results Focused**

The ability to remain outcome and results focused with regard to business priorities and organisational goals, monitoring progress and adjusting approach ensuring delivery against the appropriate timescales.

#### **Innovation and Risk-Taking**

Actively encourages new ideas, experimentation and measured risk-taking, while always being on the lookout for opportunities to continuously improve business processes and efficiencies within Enterprise Ireland and client organisations.

#### **Problem Solving and Decision-Making**

The ability to be decisive and take tough decisions about clients, people and costs to deliver sustainable results, using the analysis of information and situations to make logical and sound decisions.

#### **Client Focused**

The ability to provide an excellent client service focusing on client needs and building and maintaining effective personal and business relationships to advance clients project' objectives and Enterprise Ireland strategy.

#### **Communicating with Impact to Influence Others**

Communicates in a manner that will persuade, convince and influence their own staff and others, both internally and externally, in order to motivate, inspire or encourage them to follow a particular course of action.

#### **Teamworking**

Co-operates with colleagues, shares information and respects the opinions and values of staff members. Understands the skills, experience and knowledge of staff members and maximises how these can be utilised to the benefit of the department, the organisation and the client.

#### **Embracing & Leading Change**

Understands the business agenda of Enterprise Ireland and embraces changes for area of responsibility and for external and internal clients.

#### **Acting / Leading with Integrity**

Lives the Enterprise Ireland purpose and values, acting genuinely and with integrity, in a manner that builds trust and engages and motivates others, placing the genuine needs of the client, the organisation, and staff ahead of personal agendas.

#### **Networking**

Establishes and maintains mutually beneficial relationships with colleagues and other networks for the purpose of sharing information.

#### **Developing Yourself & Others**

Creates an environment that enables others to excel in terms of job performance.

**\*Flexibility to travel and work outside of Enterprise Ireland's normal business hours may be required.**

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#### **Salary Scale**

##### **€48,381 to €69,540 per annum contributory superannuation**

Rising to €71,212 by long service increments.

##### **€46,146 to €66,165 per annum contributory superannuation**

Rising to €67,753 by long service increments.

Candidates should note that entry will be at the minimum of the relevant scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Subject to satisfactory performance, increments may be payable in line with current Government Policy.

\*\* Point of entry on this salary scale may differ from the minimum point of the scale if the successful candidate is a current public or civil servant. \*\*

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#### **Application and Selection Process:**

The selection process may include short-listing of candidates. The selection criteria will be based on the requirements of the position. It is therefore important that you provide a detailed and accurate

account of where you believe your skills and experience meet the requirements for the position. This should be contained in a short document (maximum 2 pages – see template provided) accompanying your CV.

Applicants should note that, for shortlisting purposes in particular, clear evidence of the functional competency requirements listed as essential in this specification must be demonstrated as part of your supporting document accompanying your CV.

To apply for the position, send a detailed CV and supporting document quoting reference number **EI.037.24E** to [enterprise-ireland@cpl.ie](mailto:enterprise-ireland@cpl.ie) be received on or before **Monday 13<sup>th</sup> May 2024**.

For queries in relation to this role or the application process applicants should contact [enterprise-ireland@cpl.ie](mailto:enterprise-ireland@cpl.ie).

**Cpl will acknowledge all correspondence within 3 working days. Applicants who do not receive an acknowledgement within 3 working days should contact [enterprise-ireland@cpl.ie](mailto:enterprise-ireland@cpl.ie)**

**ISSUED BY PEOPLE & CHANGE DEPARTMENT, ENTERPRISE IRELAND ON 18<sup>th</sup> APRIL 2024.**