



Title Assistant Executive – Assistant Hub Adviser, National Enterprise Hub (NEH) x 2
Grade Level C
Division Client Services
Department Global Marketing, Strategic Communications and Events
Reporting to National Enterprise Hub Manager
Location East Point, Dublin
Job Reference EI.049.24E
Closing Date: 10th May 2024

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

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 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 Assistant Hub Advisers will support the Hub Advisers in responding to customer queries across a range of issues, provide additional support on responding to LiveChat queries, managing and maintaining information on business supports on the NEH website, as well as actively monitoring social media channels and responding to queries via social media. The successful candidates will consistently deliver excellent customer services to stakeholders from a wide variety of industries.

Key Deliverables

- Deliver a professional and consistent customer service and support to all businesses through a range of touchpoints including telephone, email, website, chatbot channels etc..
- 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.
- Track enquiries, data management, assist the Hub Manager and Hub Advisers and provide administrative support where needed.
- Manage enquiries in the Customer Relationship Management (CRM), accurately inputting data and adhering to regulations.
- Update the National Enterprise Hub's knowledge base with relevant information on services and supports.
- Coordinate NEH attendance at regional events to promote the NEH to businesses.
- Ensure high standards by adhering to company policies and procedures.

- Work together as a team by assisting with complex issues, research, and creative problem-solving.
- Actively participate in individual and team training, upskilling, development and knowledge sharing initiatives and activities.

Functional Competencies (Key Skills & Knowledge)

- 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.
- Demonstrating experience of active listening, connecting with customers and helping to find solutions to their needs is essential.
- Excellent administration, coordination and organisational skills and experience, coupled with a high level of accuracy and attention to detail to meet challenging deadlines is essential.
- Strong verbal and written communication skills and experience is essential.
- Experience of using social media across a range of digital platforms for business communication purposes.
- Willingness and ability to work on own initiative and use sound judgement, professionalism, confidentiality and discretion.
- A proactive approach to problem solving and issues resolution.
- Skills and experience in Customer Relationship Management (CRM) and PC tools and the MS suite of programs.
- Ability to build networks, engagement and relationships across a range of diverse internal and external stakeholders.
- A positive, innovative attitude with the ability to handle new assignments and projects with an open mind.
- 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.**

Salary Scale

€28,314 to €53,994 per annum contributory superannuation

Rising to €57,529 by long service increments

€27,046 to €51,432 per annum non-contributory superannuation

Rising to €54,754 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. **

Application and Selection Process

The selection process may include short-listing of candidates. The selection criteria will be based on the essential 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 (template attached – maximum 2 pages) accompanying your CV.

To apply for the position, send a detailed CV and a completed supporting document quoting reference number **EI.049.24E** to Maisie.doyle@osborne.ie to be **received on or before Friday, 10th May 2024**.

For queries in relation to this role or the application process applicants should contact Maisie.doyle@osborne.ie

Osborne will acknowledge all correspondence within 3 working days. Applicants who do not receive an acknowledgement within 3 working days should contact Maisie.doyle@osborne.ie

**ISSUED BY PEOPLE & CHANGE DEPARTMENT, ENTERPRISE IRELAND ON THURSDAY 18th
APRIL 2024**

Enterprise Ireland is an equal opportunities employer.