

Title:	Client Solutions Specialist (Operations)
Grade:	Level D
Department:	Operations & Digital
Business Unit:	Client Services
Reporting to:	Department Manager, Client Solutions
Location:	Dublin, East Point
Job Reference:	EI.085.25E
Closing Date:	Friday 25th July 2025

Background

Enterprise Ireland's remit is to accelerate the development of world class Irish companies to achieve leading positions in global markets. Our clients, employing over 230,000 people across Ireland, make a significant contribution to the Irish economy. Our strategy for the period 2025-2029, will focus on supporting Irish business to accelerate sustainably and increase their contribution to economic growth. The environment in which Irish businesses operate is constantly changing and business needs to be innovative and ambitious to succeed. Our 5-year strategy sets out how we will support Irish business to START, COMPETE, SCALE and CONNECT to deliver jobs across Ireland and impact globally.

The Operations & Digital team purpose is to provide development support to clients looking to invest in their production capability in order to drive increased productivity and sustainability. We focus on a combination of capability development, process innovation and technology adoption.

Role Purpose

Provide deep domain expertise to clients to encourage and support client companies to invest in Operational Excellence (People, Process & Technology Adoption). Support colleagues in guiding and shaping projects, including participating in early-stage discussions by advising on project scoping, and carrying out assessments of training projects. Contribute to and support continuous improvement activities within the team.

Key Deliverables

- Collaborate strategically with colleagues from an early stage to support the strategic development goals of the client, agreeing the project opportunity and the appropriate solutions / funding supports.
- Engage with client companies to develop training projects and liaise with the Client Solutions Lead as required as the project progresses.
- Evaluate the client application, including the commercial, and financial assessment of the training project. Present assessment to key decision makers in collaboration with the Client Solutions Lead.
- Follow-up with clients to evaluate project progress and impacts.
- Input expertise into the development continuous improvement activities of the team, including data analysis and benchmarking of client operations.
- Further develop domain expertise and thought leadership through training and career development, delivering deeply impactful engagements with clients.

Functional Competencies (Key Skills and Knowledge)

- Demonstrable relevant Company Operations domain knowledge is essential (e.g., Operational Excellence, technology, adoption & production capability challenges).
- Demonstrated interest and experience in Lean thinking / process improvement and digital technology adoption is essential.

- Demonstrated excellent oral and written communication skills, including the use of Microsoft systems (Office, SharePoint, Teams, etc.), with strong report writing ability and presentation skills is essential.
- Strong client relationship management skills to understand, support and evaluate investment propositions and to develop and deliver associated proposals is essential.
- Demonstrated significant experience in project management, managing multiple projects to meet agreed timelines.
- Strong influencing skills, including the ability to network effectively, to proactively build and maintain effective engagement with colleagues, clients, external partners, and other stakeholders.
- Understanding of Enterprise Ireland strategy and policies, and State Aid rules is desirable.
- A qualification in Lean/Operational Excellence and/or Change Management is desirable.
- Willingness and flexibility to travel to regional clients / events will be required.

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' 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.

Salary Scale

€51,511 - €73,985 per annum contributory superannuation

Rising to €75,763 by long service increments

€49,209 - €70,394 per annum non-contributory superannuation

Rising to €72,083 by long service increments.

Candidates should note that entry will be at the minimum point 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 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 the supporting document accompanying your CV.

To apply for the position, send a detailed CV and supporting document quoting reference number **EI.085.25E** to hrconnect@enterprise-ireland.com to be received **on or before Friday 25th July 2025**.

Eligibility: Internal applicants must have successfully completed 6-months' probation to be eligible to apply.

N.B. All correspondence will be acknowledged in writing by the HR Department within 3 working days. Applicants who do not receive an acknowledgement within 3 working days should contact hrconnect@enterprise-ireland.com

ISSUED BY THE HR DEPARTMENT, ENTERPRISE IRELAND ON FRIDAY 27th JUNE 2025

Enterprise Ireland is an equal opportunities employer

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