

Title: General Operative
Grade: Level C
Department: People Operations and Facilities
Business Unit: People and Transformation
Reporting to: Senior Executive – Facilities Manager
Location: East Point, Dublin
Job Reference: EI.142.25E
Starting Salary: €31,545
Closing Date: 24th October 2025

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

Role Purpose

The People Operations and Facilities Department looks after various services for Enterprise Ireland including the management of buildings and leases for the 10 properties based in Ireland and a global suite of 40+ overseas offices.

The Facilities team ensures that the accommodation, services and facilities for all offices are appropriate for carrying out the business of Enterprise Ireland. This includes property management for owned and leased properties, cleaning, security, reception, event support and both planned and reactive maintenance works.

The person appointed to this role will report to the Head of Facilities and will collaborate with the Facilities team to ensure that all services required to support the organisation are provided in an efficient and courteous manner. The role involves supporting the smooth operation of various services, including property management, cleaning, security, reception, event support, and maintenance works.

Key Deliverables

Meeting Room and Event support

- Monitor the Enterprise Ireland meeting room booking system and proactively reach out to organisers to facilitate efficient room setups.
- Set up conference and meeting rooms as per specific requirements including room layout, furniture, and equipment needs.
- Assist with additional event duties such as traffic management, parking queries, last minute meeting requests.
- Maintain inventory of country flags and arrange for hoisting of flags as required.

Daily Building Checks

- Conduct daily checks of the Dublin office to include desk areas, meeting rooms, toilet, storage rooms, plant rooms, and all back-of-house areas.
- Maintain an up-to-date checklist of monitored areas.
- Perform repairs where safe and possible and log unresolved issues in the facilities maintenance logging system.

Waste Management

- Operate good practices in relation to recycling ensuring that standard operating procedures are maintained. This will include but is not limited to waste disposal, confidential shredding and restaurant waste removal ensuring certification, where required, by third party providers.
- Provide support and training to other colleagues as required.

General Maintenance

- Monitor maintenance requests, identifying and prioritising tasks for resolution, and marking tasks as closed upon completion.
- Identify and report unresolvable maintenance issues to the Facilities Supervisor, Health and Safety Officer and/or third party provider as required.
- Perform general maintenance duties as directed by the Facilities Supervisor. This may include but is not limited to painting and minor electrical and plumbing duties such as bulb replacement and blocked pipes.
- Maintain a safe working environment by following basic health and safety practices and reporting any concerns.
- Receive daily deliveries as required.
- Meet external contractors and ensure that Enterprise Ireland protocols in relation to such contractors are adhered to.

Office Moves and Minor Works

- Assist the Facilities team with office move projects and minor refurbishment works.

Facility Support

Undertake other duties as may be assigned from time to time including cover for colleagues.

Functional Competencies (Key Skills and Knowledge)

- Demonstrated skills and experience in effectively engaging and communicating with a range of internal/external stakeholders, both verbally and through written communication, is essential.
- Excellent planning and organisation skills with the ability to prioritise is essential.
- Previous experience supporting plumbing, electrical and general maintenance duties is essential.
- Demonstrated evidence of IT literacy (i.e. MS Office skills including Outlook, Excel, MS Teams etc.) is essential.
- Ability to work collaboratively and handle a variety of tasks within a facilities team environment and cross functionally.
- Ability to identify and resolve issues efficiently and promptly whether they are maintenance-related or involve event management.
- Previous experience working in a general services environment 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' 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:**€31,545 to €58,019 per annum contributory superannuation**

Rising to €61,817 by long service increments.

€30,253 to €55,266 per annum non-contributory superannuation

Rising to €58,836 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.

Application and Selection Process:

The selection process may include short-listing of candidates. The selection criteria will be based on the functional competency requirements listed as essential of the position. It is therefore important that you demonstrate 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.

To apply for the position, please send a detailed CV and supporting document quoting reference number **EI.142.25E** to HRConnect@enterprise-ireland.com on or before **Friday 24th October 2025**

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 PEOPLE IRELAND DEPARTMENT, ENTERPRISE IRELAND ON 03rd OCTOBER 2025

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