

**Title:** Divisional Manager, Business Operations  
**Division:** Business Operations  
**Grade:** Grade 1  
**Reporting to:** Executive Director  
**Location:** East Point, Dublin  
**Job Reference:** EI.088.22E  
**Salary:** €145,283

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 200,000 people across Ireland, make a significant contribution to the Irish economy.

Our new strategy Leading in a Changing World, (2022 – 2024) is set in a time of significant change for enterprise. Business is being transformed by drivers such as climate change, the accelerated adoption of technology, and changing trends in globalisation presents both challenge and opportunity. Our 3-year strategy sets out how we will encourage and enable Irish enterprise to pursue the high growth plans necessary to compete and win internationally.

With a comprehensive, tailored suite of supports including extensive start-up, scaling, innovation and management development programmes, a network of over 40 overseas location, supported by a highly experienced staff of 800 at home and abroad, Enterprise Ireland is equipped to help Irish enterprise achieve their ambitions.

### **Role Purpose**

The role of Divisional Manager, Business Operations, presents an exciting and challenging opportunity for an experienced business leader to lead Enterprise Ireland's substantial business operations which underpin client service delivery across the organisation. A particular focus of the role is driving transformational change across Enterprise Ireland's service delivery utilising best practice and innovative approaches including operational excellence and digital technology, in line with Enterprise Ireland's Strategy.

The Divisional Manager will be a key member of the Senior Leadership Team and will have direct responsibility for the Business Operations Division, comprising the five key departments of Business Process Improvement & IT; Finance; Grants Management; Programme Management Office (transformational change team); and Product Portfolio Management.

### **Key Responsibilities:**

- Provide senior leadership and oversight across all five functions of the Business Operations Division ensuring key strategic and operational objectives and targets are achieved.
- Work as a member of the Enterprise Ireland Senior Leadership Team and play a full role in developing and driving corporate strategy including the strategic ambition relating to Enterprise Ireland being a world leading enterprise development team.
- Lead with vision and creativity, the development and implementation of an ambitious future-focused transformational change programme across Enterprise Ireland which enables world-leading levels of client service delivery and achievement of key strategic ambitions, in an innovative manner.
- Provide effective people leadership to all colleagues across the teams within the Business Operations Division including the development of their skills, competencies, experience and expertise to effectively deliver on Enterprise Ireland's objectives.
- Develop and nurture relationships and engage effectively with key internal and external stakeholders.
- Ensure that Enterprise Ireland maintains the highest levels of corporate governance and accountability through effective finance, grant and IT systems, reporting procedures and controls.

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

- Excellent leadership and people management skills, at a senior level, with the capability to lead, engage and develop high-performance, results-focused teams is essential.
- Extensive skills and experience at senior level of developing and delivering large, complex transformational change programmes incorporating best practice approaches including operational excellence and digital technologies is essential.
- Proven ability to bring about transformational change through deep engagement with people is essential.
- Excellent communications, relationship-building and networking experience, including experience of influencing at a senior level across the public and/or private sector is essential.
- A significant track record of achieving corporate goals and business objectives and results at senior level is essential.
- Proven skills and experience of developing and leveraging networks and building effective relationships with relevant stakeholders internally and externally and with a large range of other organisations, clients, Government Departments and representative bodies.
- A significant track record of corporate governance, budget management and negotiation leading to the achievement of demanding targets and objectives that contribute to corporate goals.
- Experience of developing long-range strategic thinking, short term strategic planning and implementing impactful tactical plans in innovation and change programmes.
- Ability to act as a thought leader, champion and public spokesperson for Enterprise Ireland on change, innovation and continuous improvement.
- Demonstrated ability to absorb, understand, interact and communicate on a broad range of multi sectoral technology and business topics.
- Demonstrated knowledge of European State Aid and financial programmes and products together with the underlying associated legislation is desirable.
- Programme and project management skills and experience are desirable.
- A relevant third level qualification and/or business qualification 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.

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**Salary Scale:****Contributory**

€145,283 - €166,194

**Non-Contributory**

€138,018 - €157,886

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.

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**Application and Selection Process:**

To apply, send a detailed CV and supporting document as outlined below, quoting reference number **EI.088.22E** to [hrconnect@enterprise-ireland.com](mailto:hrconnect@enterprise-ireland.com) to be received no later than **Friday 19<sup>th</sup> August 2022**.

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.

Applicants should note that, for shortlisting purposes in particular, clear evidence of the functional competency requirements listed as essential in this specification must be provided. Applicants must therefore complete and submit the supporting document for this role using the template provided. The completed document should not exceed two pages with evidence provided in bullet point format.

Queries in relation to the application process should be emailed to [hrconnect@enterprise-ireland.com](mailto:hrconnect@enterprise-ireland.com)

***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](mailto:hrconnect@enterprise-ireland.com)***

**ISSUED BY THE HR DEPARTMENT, ENTERPRISE IRELAND ON FRIDAY 22<sup>nd</sup> July 2022**  
***Enterprise Ireland is an equal opportunities employer***