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JOIN OUR IT TEAM AND HELP CREATE
A LOW CARBON, SUSTAINABLE FUTURE.

APPLY NOW



At ESB the Digital Factory and Digital Accelerator Teams are at the forefront of our Digital Delivery strategic initiative. These teams lead delivery of digital products and services, as well as integrate the required digital and business capabilities to work seamlessly to facilitate and empower digital self-sufficiency.

Demand & Prioritisation Lead

We are recruiting a Demand & Prioritisation Lead to help continue digital transformation at scale and pace across ESB.

Working within ESB's Digital Accelerator, you will be part of a highly motivated and skilled team of design thinking and solution design professionals who are working to achieve maximum value and impact for our customers, and all our investments, across a range of technologies.

Role responsibilities will include:

- Being the key interface point for demand management and prioritisation of Digital Accelerator resources for ESB
- Growing our Digital Accelerator capability in line with business requirements
- Collaborating with the wider ESB organisation to ensure business priorities are being delivered.

This is a senior role in the Digital Accelerator team and you will need to be able to understand a complex range of customer requirements and technology platforms, have a detailed understanding of design thinking and delivering digital products using an agile approach, and also be able to communicate this to both a non-technical and technical audience.

This is an exciting role, requiring an organised, self-motivated and articulate individual. The ability to influence varied stakeholder groups with competing requirements, will be key to success. If you think you have the required skills, an agile and continuous improvement mindset, we'd love to hear from you.

Key responsibilities include:

- Drive the development of digital products through ESB's digital operating model to achieve effectiveness and velocity using agile practices.
- Co-ordinate ESB's digital workflow using our multi-team Kanban board and manage forecast demand and resource capacity for Digital Accelerator services.
- Perform the role of agile coach and provide mentorship to inform how persistent teams should operate most effectively.
- Facilitate at a senior level how business outcomes can best be achieved using ESB's Digital Pace and Value Report and Value Framework.

- Manage the intake process of new initiatives from customers, liaising with the Portfolio Management team and IT & Digital Business Partner teams, and ensure that Digital Accelerator minimum entry criteria are fulfilled.
- Monitor and prioritise the Digital Accelerator Backlog in line with strategic objectives.
- Monitor status of on-going activity in the Digital Accelerator, help remove any blockages, and track key process metrics.
- Develop and maintain an overall Demand & Capacity Plan for the Digital Accelerator function including Shaping & Prioritisation and Solution Planning.
- Manage the resourcing process, ensuring that planned resource capacity in the Digital Accelerator meets work demand including skill-set requirements.
- Monitor spend on 3rd party partner resources to ensure in-line with budgets and advise where action is required.
- Develop process standards, templates and KPIs that are in-line with internal & external best practise, facilitate retros / lessons learned, & continually improve.
- Provide assurance that the Digital Accelerator process & standards are being adhered to.
- Define and track KPIs that measure progress and value delivered. Develop metrics, dashboards and other artifacts, reporting to senior stakeholders.
- Support knowledge management by leading the digital upskilling of the Digital Accelerator team.

Knowledge, Skills and Experience

Essential

- Minimum 7 years' experience in an IT or technical leadership related role.
- Strong project management skills, including prioritisation, planning and organisation with an in-depth knowledge of agile methodologies such as Scaled Agile Framework® (SAFe).
- Excellent stakeholder management skills at all levels.
- Excellent communications skills - Reporting, documentation/writing, and presentation.
- Experience with a wide range of IT environments, platforms and applications and keeps up with latest innovations.

Desirable

- Proficiency in agile management tools such as Microsoft Azure DevOps.
- Experience using Power BI to develop reporting dashboard solutions.
- Knowledge of Design Thinking and experience delivering design thinking workshops.
- Knowledge of Lean Six Sigma methodology, or similar, and experience delivering continuous improvement initiatives.
- Exposure to the requirements of working in a regulated environment and comfortable with a large number of partners who need to understand how your processes are delivered.

Qualifications

Essential

- Third level qualification in a relevant discipline or equivalent experience.

Desirable

- Project Management
- Scaled Agile Framework® (SAFe)
- Design Thinking
- Lean Six Sigma
- Scrum Master

Reporting to

- The successful candidate will report to a the Solutions Planning Manager, Digital Accelerator, CIO.

Location

Base Location: Fitzwilliam 27, ESB's new Head Office, Dublin (Smart/Remote Working suitable)

ESB is committed to offering flexibility in ways of working and we call that **Smart Working** – combining digital tools with a culture of trust and empowerment to enable flexible and remote ways of working.

The successful candidate may combine remote / smart working within the jurisdiction (Republic of Ireland), with attendance at base for in-person collaboration, the frequency of which is agreed with the manager and subject to ongoing review.

Further Information

Further information on all our current Digital/Technology/IT related roles, including full job descriptions and information on our Smart Working as well as our new state of the art Head Office Fitzwilliam 27, visit www.esb.ie/careers

In return, we offer excellent career enhancing opportunities where our people can thrive in a fast paced, agile environment by giving them the tools, flexibility and autonomy to deliver on our purpose: leading the transition to a secure, affordable, low-carbon energy future for our customers and communities.

We pride ourselves in the mentoring, training and development offered to staff, as well as our competitive and attractive rewards and benefits package.

We are also offering a once-in-a-generation opportunity to empower our people to work smarter, enjoy the benefits of an inclusive, flexible working culture and significantly reduce carbon emissions through remote and hybrid working.

Closing Date

Closing date for applications is Monday 18th October 2021.

If you have any queries in relation to this job, please contact recruitment@esb.ie

Apply Now

To apply for the **Demand & Prioritisation Lead** and other Digital Delivery roles, click on the link below:

<https://career2.successfactors.eu/sfcareer/jobreqcareer?jobId=7322&company=electric02>