Role: Process & Improvement Manager
Area: Business Services
Sub-Area: Data, Delivery & Architecture (DDA)
Location: Cork/Dublin
Grade: C (€ 78,297 - € 117,446)
Duration: Permanent
Ref: GNI174
Closing Date : 27th November 2026

Gas Networks Ireland operates and maintains Ireland's €3 billion, 14,781km national gas network, supplying reliable energy to more than 720,000 homes and businesses. The network delivers more than 30% of the country's total energy and 40% of its electricity generation.

We are dedicated to achieving net zero and advancing the energy transition through integrated planning and collaboration with the energy industry. To realise our vision and to be at the heart of Ireland's energy future, we are committed to transforming our network to achieve net zero carbon emissions onboarding biomethane and green hydrogen.

We have a proud legacy, and our values guide how we work every day - drawing on our experience, doing what's right for each other and our communities, and staying energised for the change ahead.

When you join Gas Networks Ireland, you become part of an organisation that invests in its people. We are committed to supporting your growth and wellbeing in a workplace where everyone can contribute and thrive.

If your application is successful, your starting salary will be determined within the pay range based on your skills and experience. The market reference point (midpoint) of the range typically represents the higher end of the initial offer and reflects a level at which an individual is considered fully proficient in the role. This structure also allows scope for ongoing salary progression as the employee continues to gain experience and develop in the position.

To apply, email your application, including your CV, to recruit@gasnetworks.ie, quoting the job title and reference number in the subject line

The Role:

The **Data, Delivery & Architecture (DDA)** function brings together the capabilities needed to connect strategy, enterprise data, investment and delivery, enabling GNI to make better-informed decisions and deliver measurable value. Within DDA, **Process & Improvement Management** will play a leading role in making GNI

simpler, more efficient and easier to work in. Working across the organisation, the successful candidate will identify unnecessary complexity, duplication and avoidable effort, and help teams improve the end-to-end processes that matter most to our customers, colleagues and operations.

Reporting to the Head of Data, Delivery & Architecture, the role will lead GNI's Process Management and Continuous Improvement capabilities. It will combine practical improvement leadership with the proportionate standards, ownership and governance needed to ensure improvements are sustained.

This is a visible, delivery-focused management role with the opportunity to improve how work gets done across GNI. The successful candidate will work with leaders and teams to simplify important processes, remove bottlenecks and duplication, and deliver measurable improvements in service, productivity, quality, cost and organisational capacity. The role will use operational insight and practical problem-solving to turn improvement opportunities into changes that colleagues can understand, adopt and sustain.

Duties and Responsibilities:

Make GNI Simpler and Easier to Work In

- Lead GNI's approach to simplifying and improving how work gets done across the organisation.
- Work with leaders and Process Owners to identify and remove unnecessary complexity, duplication, avoidable hand-offs and inconsistent ways of working.
- Establish clear ownership and proportionate standards for GNI's most important end-to-end processes, ensuring improvements can be sustained.

Improve Important End-to-End Processes

- Work with teams across GNI to understand and improve priority end-to-end processes, particularly where work crosses organisational, system or functional boundaries.
- Ensure improved processes are clear, practical and aligned with business capabilities, organisational responsibilities, technology, data, controls, safety and regulatory requirements.
- Maintain an accessible and trusted record of GNI's key processes, ownership and agreed ways of working.

Use Data to Improve Performance

- Use operational data to show where important processes are performing well and where improvement is needed.
- Work with operational leaders and Process Owners to understand the causes of delay, backlog, rework, poor service or unnecessary effort and agree practical actions to address them.
- Help leaders make informed decisions by translating operational information into clear insights and recommendations.

Deliver Practical, Measurable Improvements

- Build and lead a prioritised programme of practical improvement initiatives focused on GNI's most important operational opportunities, informed by strategic priorities, process performance, operational evidence and potential value.
- Bring together the right people to solve cross-functional problems, remove bottlenecks and reduce duplication, rework and unnecessary effort.
- Deliver visible and sustainable improvements in service, productivity, capacity, quality, cost, safety and reliability, with clear evidence of the value achieved.

Work Across GNI to Make Change Happen

- Build strong partnerships across GNI, bringing together operational teams, DDA, IT, Data, Finance, Risk, Compliance and HSQ to deliver joined-up improvements.
- Engage colleagues at all levels to understand how work operates in practice, co-design workable solutions and build commitment to new ways of working.
- Work with Business Owners and Finance to establish clear baselines, agree measurable outcomes and demonstrate the value delivered, including improved service, productivity, released capacity, cost avoidance and quality.

Build a Sustainable Improvement Capability

- Lead and develop the Process & Improvement team, creating a positive, delivery-focused environment with clear priorities and high professional standards.
- Coach leaders, Process Owners and teams to identify opportunities, solve problems and sustain improvements within their own areas.
- Build a practical improvement community across GNI that is curious, collaborative, evidence-led and focused on outcomes rather than methodology.

Additional Service Responsibilities

- Provide proportionate management oversight of the Document Control service and maintain effective working relationships with HSQ and accountable document owners.
- Contribute to wider DDA and enterprise priorities as required, including appropriate support for GNI's safety and operational assurance responsibilities.

Knowledge, Skills and Experience:

- Significant leadership experience in process improvement, operational excellence, Continuous Improvement or business transformation within a complex organisation.
- A strong record of delivering practical, measurable improvements in service, productivity, capacity, cost, quality or operational performance.
- Experience establishing or maturing process management, continuous improvement or operational excellence capability across a complex organisation.
- Experience in a regulated, infrastructure, utility or asset-intensive environment is desirable, as is a practical knowledge of Lean, Continuous Improvement, process management or operational excellence methods, supported by relevant experience or professional accreditation.

- Experience improving end-to-end processes that cross functional or organisational boundaries.
- Strong problem-solving capability, with the ability to use data to identify issues, understand root causes and measure improvement.
- A collaborative and curious leadership style, with the ability to listen, ask effective questions and understand how work operates in practice.
- Strong influencing and facilitation skills, with the ability to bring people with you and challenge constructively at all levels of an organisation.
- Experience leading and developing teams and building improvement capability beyond a central specialist function.
- Sharp analytical judgement and the ability to translate complex operational issues into clear, practical and decision-ready recommendations.
- Credibility and self-confidence to challenge constructively and communicate effectively at Executive Management and senior leadership level.
- Excellent communication, facilitation, negotiation and stakeholder-management skills, with a strong enterprise perspective and delivery focus.

Equal Opportunities Employer

Gas Networks Ireland is an equal opportunities employer, committed to providing a diverse, inclusive, and supportive workplace. Through our ibelong framework, we work to ensure that everyone feels respected, valued, and able to contribute.

We welcome applications from all suitably experienced candidates, regardless of gender, age, racial or ethnic origin, membership of the Traveller community, religion or beliefs, family or civil status, sexual orientation or gender identity, or disability.

We also value diverse career journeys and warmly welcome candidates returning to the workforce or bringing non-linear experience, including transferable skills gained through life and professional pathways.

If you require any reasonable accommodations at any stage, please contact us at recruit@gasnetworks.ie and we will support you to ensure a positive and equitable candidate experience.

We offer hybrid working arrangements to help you balance work and life, and to support you in bringing your best to the organisation.

Gas Networks Ireland will only hold your data for as long as necessary. By providing a CV, you are agreeing for Gas Networks Ireland to process this information about you. If you have any queries about how Gas Networks Ireland processes your data, see our Privacy Notice or email dataprotection@gasnetworks.

Applications submitted after the closing date will not be accepted.

Gas Networks Ireland

50 Years of Moving Ireland's Energy