

POSITION

DATE

July 2023

# Retention Operations Manager

COMPANY

Energia Group

LOCATION

**Belfast or Dublin**

**Contract:** Full Time – 2 Year Contract

**Hours of Work:** 37 hours Mon – Fri, flexible working hours. Start between 8 & 9am, finish between 4 & 5pm

**Hybrid Working:** 2 days working from the office and 3 days working from home

At Energia Group, energy moves us to deliver careers that power a greener and fairer future. Across our two brands that serve the entire island of Ireland – Energia and Power NI – we supply hundreds of thousands of homes and businesses with positive energy solutions and innovative technologies leading Ireland's decarbonisation efforts. We're looking for people with positive energy who want to transform their ambition into impact in our environment and communities.

**We have an exciting opportunity for a skilled Retention Operations Manager to join our team.**

## What we offer



### 25 DAYS HOLIDAY PER YEAR

Plus 11 statutory



### ANNUAL COST OF LIVING REVIEW



### A PERSONAL CONTRACT

Bonus of up to 10% of your salary



### AND MORE...

- Generous pension
- Employee assistance programme (Counselling Service)
- Family friendly policies including full paternity pay and enhanced maternity pay (26 weeks full pay)
- Wellbeing / L&D calendars
- Membership of sports and social clubs
- Subsidised gym membership
- Car parking
- Cycle to work scheme options



### CAREER PROGRESSION

Great opportunities and year round learning



### PRIVATE HEALTH CARE



### OPPORTUNITY TO BUY EXTRA HOLIDAYS

# Your new opportunity

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The Retention Operations Manager sits within the Customer Value Management (CVM) team in the Group Marketing Department.

The CVM team is responsible for managing customer value, the retention strategy to retain our customers, all direct customer communications, and award-winning customer loyalty programs for two brands: Energia and Power NI.

This is a 2-year contract for an existing role sitting alongside 3 others: Customer Campaigns Manager (open role), Customer Communications Manager and Retention and Loyalty Manager.

This role is responsible for all the operational elements of launching and maintaining customer retention campaigns and works closely with Service Operations teams who execute and support CVM retention campaigns.

## Your key responsibilities and accountabilities

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Day-to-day, here's what your new role would look like:

- Lead weekly and monthly check-in meetings with Sales & Retention team leads.
- Manage key relationships with internal and external business stakeholders.
- Monitor retention campaign performance daily, weekly, monthly comparing against KPIs. Business plan and forecasts.
- Identify and implement corrective actions to improve campaign performance and achieve business plan.
- Own end to end development and management of new and existing retentions campaigns which are executed by phone, email, SMS. This stretches from identifying the opportunity, to stakeholder buy in, systems and technical and reporting establishment, staff training coordinating and more.
- Complete reports on a bimonthly/monthly basis
- Resolve blockers, conflicts, and issues you identify which impact campaign performance as they occur.
- Be the expert in retention campaign management and share learnings from previous campaigns.
- Become an expert in the utilities industry, keeping up to date with competitor activity and aware of regulatory and GDPR requirements.
- Collaborate with others to prioritize use of shared resourced such as IT, data science, and marketing agencies.
- Support the wider team as required.

## Our essential criteria

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These are the qualifications, experience, skills, or knowledge you must have:

- 2+ years' experience in a relatable industry or role.
- Demonstrable strong people and communication skills.
- Demonstrable strong organizational skills.
- Comfortable with Microsoft Excel, PowerPoint and Microsoft Teams.
- Proven experience in bringing together or working with multiple business departments.

## Our desirable criteria

These help decide between talent who meet all the essential criteria:

- Experience in an energy supply company.
- Experience with work management tools such as Jira.
- Experience with business intelligence and reporting tools such as QlikView, Power BI.
- Experience working with customer contact centres.
- Experience in agent incentive planning.
- Experience with developing internal briefs for new campaigns, communication, or product launches.
- Knowledge of GDPR.
- Knowledge of energy supply industry regulations.

## Social opportunities

We have a number of social opportunities for employees to build peer to peer networks and provide feedback to the business including our Employee Connect Groups, Allyship@Work, Green Team, Women's Network – Women in Energy and our popular Social Clubs.

## Learning and development

At Energia Group we thrive best as a business when our employees are continually learning and developing core skills. In addition, we offer bespoke one to one mentoring for business skills via our in-house Mentoring Programme.

## Our Values



### TRUSTWORTHY

We're trusted to bring our best selves to work, treat our customers with care and empower people and communities.



### DYNAMIC

We're adaptable and agile, always developing new ideas to improve our customers' lives, achieve our business goals and lead on climate action.



### RESOURCEFUL

We're creative and capable, countering everyday problems and committing our resources to developing the solutions that deliver the best service for all.



### COMMUNITY FOCUSED

We partner with charitable organisations, donating money, time and expertise to benefit good causes.

## Your competencies

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These are the areas where we want to see your initiative and confidence shine:

### Strategic Approach

You enthusiastically anticipate what's next and uncover changing trends in your area of specialism, always going the extra mile to identify potential risks and explore and test new opportunities.

### Drive for Results

You have a strong sense of purpose both in your immediate tasks and in achieving Energia Group's environmental goals. You develop, prioritise, and deliver on agreed actions, and display creativity in your problem solving.

### Taking Ownership

Takes ownership of issues and ensures resolution. Seeks opportunities for feedback and improvement to be more effective.

### Managing Relations

Develops and maintains effective internal (and external) working relationships. Cooperating well and sharing knowledge and experience with others.

## Our additional requirements

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The role requires a considerable degree of drive, commitment, and flexibility to meet quality standards and project deadlines. A forward-thinking approach, a positive outlook, and the ability to work independently define the ideal talent for this role.



## If energy moves you...

### Apply now!

A reserve list will be held for six months in which you will be placed if you are suitable for the role. Energia Group is an equal opportunities employer.