

Eircom is driven by innovation and has a passion for the future, just like you! We are a dynamic company and are constantly looking for new ways to improve our products and service offerings.

As the incumbent fixed-line telecommunications provider, eircom has the most extensive fixed-line telecommunications network in Ireland in terms of both capacity and geographic reach. The company has over 1.2 million customers and provides a comprehensive range of advanced voice, data and internet services to the residential, business and enterprise markets. We provide and integrate a full range of communications products and services that connects Ireland to the world.

Our success is based as much on our future friendly team as the innovative internet, voice, data and wireless products and solutions we offer. We believe that you will find our high-performance culture personally fulfilling & professionally challenging. Does this sound like something you want to be a part of?

Position Overview:

Reporting to the Head of Online Delivery the Online Principle Editor will be responsible for both delivering small to medium scales online projects as well as the day to day duties of an online editor. He/She will work with the online programme managers and 3rd parties to ensure online represents all relevant campaigns, products, solutions and service information in an easy to understand, user-centric and value-adding way, while providing guidance to the delivery team and leading project teams.

This position will be located in our offices in Heuston South Quarter.

Responsibilities:

- To manage and own the day to day delivery to Urgent / tasks and Work requests process
- Manage the programme managers interactions and expectations in the delivery phases of day to day work and be a point of escalation for internal customers during this process
- To assist and direct the delivery team on any queries.
- Produce delivery reporting for the online team and internal customers.
- To ensure that business requirements are fully understood and that business owners understand any relevant technical constraints and features
- Maintain strong relationship with programme managers to ensure early and continuous engagement in all initiatives.
- Ensure accuracy, relevance and optimum focus on sales and service outcomes.
- Deliver required editing, content management and graphic design outputs
- Maintain and improve content style guide and ensure adherence to it for all content initiatives
- Proactively identify content enhancement initiatives through more advanced use of editing tools or more customer-centric content
- Ownership of end to end content management process including content requirement definition, content structure, copy entry, editing, review, maintenance and removal

Required Knowledge and Experience:

Previous experience on leading projects
Familiarity with common Project management tools (MS Project)
Strong knowledge of HTML / JavaScript and CSS.

To Apply:

To apply for this position please send a CV to recruit@eircom.ie and quote the job title in the subject line.