



Cpl Solutions Ltd



#JOB-2407928



Nova atria North, Blackthorn Road, Dublin 18,  
D18 F5X2



No of positions : 1



Paid Position



37.5 hours per week



34000.00 Euro Annually



19/08/2025



16/09/2025

## How to apply

### Application Method :

Not available



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## Policy SME (Subject Matter Expert)

### Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

### Job Description

The Policy SME plays a vital role in upholding and promoting the Covalen Essence Pillars, including Performance Gurus, Client Co-Creators, and Excellence Designers.

This dynamic role encompasses a wide range of responsibilities aimed at ensuring the success of the team and project.

#### Duties and Responsibilities

##### Initiatives and Insights

- Actively participate in various initiatives organised by the PTQ Team.
- Propose, organize, and coordinate new policy- and coaching-related initiatives.
- Conduct workshops focused on enhancing the skills and knowledge of Policy SMEs.
- Provide mentoring and support to team members performing coaching tasks.
- Collaborate in focus groups to enhance training materials, identify policy inconsistencies, and streamline processes.
- Generate regular reports.

##### Noobs ramp up

- Coordinate Shadowing and Reverse Shadowing Sessions for new.
- Organise and conduct "Meet your Policy SME" sessions with new team members to ensure their familiarity with essential tools, tribes, wikis, and team procedures.
- Monitor the progress of team members during their ramp-up phase and communicate any training needs to the Team Lead.

##### Market support

- Attend Weekly Sync Meetings to ensure team alignment.
- Keep the team updated on new flows and policies.
- Implement weekly Action Plans based on Root Cause Analyses (RCAs) provided by QAs to address policy and operational guideline-related issues within the team.
- Disseminate and communicate all Policy Changes.
- Collaborate with the PiP team to organize refreshers, shadowing sessions, or retraining for representatives.

Essential Competencies:

- Strong understanding of quality principles and their impact on operational delivery.
- Proficiency in Microsoft Excel for data management, analysis, problem-solving, trend identification, and proposing solutions.
- Excellent communication skills, both verbal and written.
- Ability to drive individual and team performance through coaching and feedback.
- Effective time management skills to handle multiple tasks, details, and interruptions.
- Proactive attitude, driving improvements within the team and organisational processes.
- Strong teamwork skills, including the ability to share ideas and handle conflicting points of view.

Candidate Experience:

- Proficiency in the English language, both written and verbal (C1 Level, minimum).
- A track record of managing and analysing data, recognizing trends, and relating to real-world scenarios.
- Demonstrated experience in providing policy-related support and 1-2-1 guidance.
- Experience assisting with the implementation of complex operational procedures, including the creation and delivery of classroom-style training and documentation.
- Ability to work independently, collaboratively, and effectively in a fast-paced environment.
- Strong critical thinking and problem-solving skills.

- **Sector:** administrative and support service activities

**Career Level**

- Experienced [Non-Managerial]