



## SEMO Role Profiles

### Paper 7

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## BACKGROUND

The generic role profiles, role examples and competency frameworks are used to support a range of Eirgrid and SONI HR processes including recruitment, career management, promotion, performance management and succession planning.

Each of the role profiles give an indication of the competencies required and are further explained under the headings:

- Grading Factors
- Functional Knowledge
- Nature and Area of Impact
- Interpersonal Skills
- Problem Solving and
- Leadership

The last row in each of the tables highlights examples of the kind of work SEMO personnel carry out as part of each role profile. The competency requirements for each of the role profiles becomes progressively more demanding with additional responsibilities as one progresses from Market Professional up to Market Manager level.

## MARKET PROFESSIONAL

|                                    | <b>Profile Market Professional</b>   |
|------------------------------------|--|
| <b>Grading Factors</b>             | <p>Third level qualification in related business discipline.</p> <p>Typically 2-5 years relevant experience</p>  |
| <b>Functional Knowledge</b>        | <p>Developing broad knowledge and understanding of application of procedures and concepts relating to own role and work area in order to handle complex assignments. Requirement for working level knowledge of broader department and business principles in order to make decisions about how to apply own knowledge in a manner that best meets wider needs. With experience, ability to work with more complex processes and contribute to continuous improvement.</p>   |
| <b>Nature &amp; Area of Impact</b> | <p>Direct impact on the immediate work team by taking on responsibility for work that assists others. Work is typically subject to relatively standardised procedures and practices. Impact is related primarily to the quality and timeliness of execution. Ability to directly impact on the department through providing specialist knowledge and taking responsibility for the quality of the range of tasks performed or services provided. Contribution will impact on general effective functioning of the team. The tasks/services involved are closely related to the work of others and thus the quality and timeliness of the service provided and work produced will have a direct impact on the effectiveness of the team as a whole.</p> |
| <b>Interpersonal Skills</b>        | <p>Ability to exchange ideas and information in a concise and logical way, both verbally and in written form. With experience, ability to develop effective working relationships. May be required to interact with a range of internal stakeholders involving giving advice and clarifying sometimes complex information. Role may involve communication of work plans to others primarily within department. Liaise with and develop good working relationships with external parties.</p>   |
| <b>Problem Solving</b>             | <p>Ability to make judgements based on practice and previous experience typically within a single subject area. Problems are typically solved by examination, analysis and judgement of information available.</p>   |
| <b>Leadership</b>                  | <p>Short term priorities set with others. Seeks guidance as required. As experience grows, may play a mentoring role through provision of guidance and direction and checking of work. May co-ordinate tasks on small projects and basis work activities</p>   |

**Example  
Activities**

Example 1: Senior Controller: Co-ordinate the work plan on a day to day basis with controllers. Recommend improvements to business processes in the relevant area in order to overcome operational issues and ensure compliance.

Example 2: Controller: Operate the business processes in the designated area in consultation with the senior controller. Ensure compliance with procedures and raise deviations. Provide first level support to the customer services team.

Example 3: Senior IS Professional: Provides specialist, analyst and/or support skills to IS applications and systems. Applies specialist knowledge of IS applications and systems to contribute to policy, process and planning and produce system/policy documentation as required. Ability to make decisions on assigned projects within the objectives and strategy guidelines of the IS department. Capable of making decisions outside of established procedures but within a policy framework.

[See Staff Level Competency Framework](#)

## SENIOR MARKET PROFESSIONAL LEVEL

|                                    | <b>Profile Senior Market Professional</b>  |
|------------------------------------|--|
| <b>Grading Factors</b>             | <p>Minimum third level qualification in related business discipline. Higher level qualification in area of specialism desirable.</p> <p>Typically 5-8+ years experience with 2-4 years working in area of specialisation.</p>  |
| <b>Functional Knowledge</b>        | <p>Developed technical knowledge in a specialised field. Works on complex projects to apply principles and concepts of own subject/technical area to maximise the outcome and to resolve issues as they arrive. Plays a key role in ensuring the area meets their objectives. Level of proficiency enables role holder to apply and consolidate specialist skills and knowledge to develop the organisation's competency in their work area. Broad understanding of a range of technologies and work systems and how these can be best leveraged to meet functional objectives. Stays abreast of best practice in their area.</p>  |
| <b>Nature &amp; Area of Impact</b> | <p>Impact on the department through responsibility for the successful execution of complex work processes and/or services. The role holder will also possess specialist knowledge and influence team decisions through advice, counsel or facilitating services to others in area of specialisation.</p>   |
| <b>Interpersonal Skills</b>        | <p>Strong communication and diplomacy skills are required to guide, influence and convince internal and external stakeholders. Plan and co-ordinate successful execution of work process and projects.</p>   |
| <b>Problem Solving</b>             | <p>Strong analytical skills and evaluative judgement to make decisions regarding the execution of work. Requires the formation of solutions from a broad range of complex options. Decision making often involves the analysis of factual and qualitative information and consultation with others. The complexity implied at this level relates to ability to filter, prioritise, analyse and validate the information and tasks at hand. With experience, the ability to understand and comprehensively analyse diverse and complex information from a range of stakeholders both internal and external to the organisation.</p> |
| <b>Leadership</b>                  | <p>Ability to co-ordinate small to medium scale projects and/or work activities in order to ensure successful implementation of department strategy in the area.</p>   |
| <b>Example</b>                     | <p>Example 1: Market Operations Analyst: Developing and executing robust processes and</p>   |

**Activities**

procedures relating to credit management across the organisation to ensure effective management of the large monetary values associated with the Market Operation Function. Using a detailed understanding of the Trading and Settlement Code, analyse market schedules, settlement statement and fund transfer to ensure compliance with the code. Assess materiality of data queries, prioritise solutions and make recommendations and work plans.

Example 2: Coordinating Specialist/Team Lead: Ensure effective delivery of real-time information, supporting the key objectives of the group. Identifying critical business issues and collaborating across teams, in order to embed an external market point of view into the strategic direction of the group. Leading cross-functional teams to drive and implement key initiatives through developing team work plans and managing workloads and deadlines. Responsibility for monthly management reporting cycle, including the provision of detailed variance analysis and business commentary.

Example 3: Senior Lead IS Professional: Implements IS policy and guidelines and positively interacts with internal and external parties, including third party vendors. Excellent technical skills and knowledge such as analysis, testing, design, implementation, programming and maintenance. Ability to provide innovative solutions to complex issues in a timely manner. Range of technical and department related activities that typically require complex judgements based on advanced analytical and innovative thought.

[See Staff Level Competency Framework](#)

## MARKET MANAGER

|                                    | <b>Profile Market Manager</b>   |
|------------------------------------|---|
| <b>Grading Factors</b>             | <p>Minimum third level qualification in related business discipline. Higher level qualification in area of specialism desirable.</p> <p>Typically 10-15 years experience with 8-10 in area of specialisation.</p>   |
| <b>Functional Knowledge</b>        | <p>Broad and comprehensive understanding of their field inside and outside of the organisation. Recognised for their technical expertise. Recognised for innovation or groundbreaking developments. Ability to take responsibility for leading, directing, managing and motivating teams to deliver on function and department goals and objectives.</p>                      |
| <b>Nature &amp; Area of Impact</b> | <p>Impacts the business through leading teams on key initiatives and making decisions that determine technical approaches and strategies for the area. Ultimately responsible for feeding into the strategic direction of a key technical area that is critical to success.</p>   |
| <b>Interpersonal Skills</b>        | <p>Developed communication and ability to represent the organisation and negotiate with a high level of discretion (internally and externally) at a senior level. The negotiations undertaken have an impact on the business as a whole and are likely to involve both internal and external parties such as customers, government bodies and other organisations.</p>        |
| <b>Problem Solving</b>             | <p>Wide range of technical activities requiring advanced judgment to develop new solutions. Conclusions are typically drawn through a consequence of analysis based on extensive research (typically championed by the role holder) The job holder is typically required to think beyond the existing solutions, assumptions or current knowledge of sophisticated areas.</p> |
| <b>Leadership</b>                  | <p>Responsibility for setting technical direction of areas that are key to the business. The decisions made at this level will feed into technical developments and the general strategy of the organisation. The role holder leads company wide projects to implement and develop strategy.</p>  |
| <b>Example Activities</b>          | <p>Leading, directing, managing and motivating team to deliver on function and departmental goals objectives. Manage a team of individuals on a day to day basis while ensuring a focus on staff development, communications and individual</p>   |

performance growth and recognition. Contribute via the team to company objectives through planning, organising and resource management, in order to optimise responsiveness and delivery on key results area. Control expenditure within budget. Gives direction to team leads as required. Leading and managing the regulatory legal functions of the SEMO, providing accurate legal advice on all related issues. Providing accurate, effective, pro-active and timely legal support on contract drafting and review, including the negotiation of those contracts, as well as the implementation, tracking and establishing of an original contract database/safe system of all original contracts and related documentation signed with the SEMO. Providing accurate, timely and effective legal advice on SEMO policies and procedures and on proposed and existing relevant laws, amendments to Trading & Settlement code, Market Operator Licence and System Operator Licence.

[See Manager Level Competency Framework](#)