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**EXPRESSION OF INTEREST**

**Clerical Officer Grade III**

**St. Luke’s General Hospital, Kilkenny**

**Ireland East Hospital Group**

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| **Job Title and Grade** | **Clerical Officer Grade III (Grade Code 0609)** Staff from across HSE divisions who are permanently employed at the grade advertised are eligible to apply for this EOI, but should only do so subject to having your line manager’s approval and confirmation from the line manager that you will be released from your post if successful. (Please note, approval is discretionary and you may be refused.) Reassignment will be on a grade to grade basis and current remuneration will apply. |
| **Location of Post** | St. Luke’s General Hospital, Freshford Road, Kilkenny. Ireland East Hospital Group  |
| **Informal** **Enquiries** | Bailey ByrneHR Department, St. Luke’s General Hospital, Freshford Road, Kilkenny. Email: bailey.byrne@hse.ie Phone: 056 7717532 |
| **Purpose of the Post**  | In line with employer policies, procedures and best practice standards the Clerical Officer will:**Administration*** Provide office support, answer queries and provide a reception / telephone service
* Keep themselves appraised of the relevant documentation / procedures as relevant
* Manage data - including maintaining, correcting, collating, interrogating, validating and processing data
* Maintain accurate up to date records filing systems and records (computerised / paper copy)
* Assist in and / or prepare reports as necessary
* Provide required information and support to Service Managers and teams, team members, clients, patients, members of the public etc.
* Action all communications in a timely manner
* Undertake any other administrative support and assignments as directed
* Represent the Service in a positive manner

**Customer Service*** Promote and maintain a customer focused environment
* Ensure that service users are treated with dignity and respect
* Act on feedback from service users / customers and report same to Line Manager

**Service Delivery and Improvement*** Actively participate in innovation and support change and improvement initiatives within the service
* Identify potential problems / inconsistencies in a timely manner and consult with Line Manager as appropriate

**Standards, Policies, Procedures and Legislation*** Maintain own knowledge of relevant employer policies, procedures, guidelines and practices, to perform the role effectively
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service

***The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.***  |
| **How to Apply** | Eligible applicants who meet the requirements, are invited to submit an Expression of Interest by way of submitting **an Application Form via Rezoomo https://www.rezoomo.com/job/63148**. Initial Screening & Shortlisting will apply based on the information provided in the Application Form submitted and the requirements of the post as outlined. Selection will take place by way of a skills match meetingClosing date for receipt of applications is **Thursday 04th April 2024 @5pm.** Skills match meetings are anticipated to take place soon after the closing date. |



**Terms and Conditions**

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| **Tenure**  | There are a number of current vacancies are permanent and whole time and will be filled based on an Expression of Interest / reassignment*.* The successful candidate will retain their existing terms and conditions of employment on reassignment into this role. The successful candidate will be required to take up duty as soon as possible. Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration**  | Current remuneration will continue to apply |
| **Working Week** | The standard working week associated with this post is 1 WTE per week. |
| **Annual Leave** | The successful candidate will retain their existing terms and conditions of employment, including contractual entitlement to annual leave, on reassignment/secondment into this role. |
| **Protected Disclosure**  | Pursuant to the Protected Disclosures Act 2014, as amended, a person that acquires information on a relevant wrongdoing during a recruitment process is a ‘worker’ and can make a protected disclosure about the wrongdoing. For more information about making a protected disclosure to the HSE, please visit <https://www.hse.ie/eng/about/who/protected-disclosures/> or email protected.disclosures@hse.ie |