

**Operations Lead, IFMS Project**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Operations Lead, IFMS Project  (Grade VIII) (Grade Code: 0655) |
| **Campaign Reference** | NRS14148 |
| **Closing Date** | Monday 1st of July 2024 12 noon |
| **Proposed Interview Date (s)** | Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | **Integrated Financial Management and Procurement System (IFMS) Project,**  **Finance Reform Programme, National Finance Division**  There is currently one permanent whole-time vacancy available in the HSE, Finance Reform Programme, 4th Floor, The Herbert Building, The Park, Carrickmines, Dublin D18 K8Y4.  Please note that no panel will be formed as a result of this recruitment campaign.  This campaign will be used to fill the listed post only and no additional jobs will be offered to candidates successful at interview.  Once the post is filled the candidate pool will be disbanded.  Please also note that successful candidature and highest ranked order of merit may not guarantee appointment.  Given the current requirement to confine the recruitment pool for these posts while maintaining critical service delivery with limitations on backfill, the impact of potential appointments will be assessed by relevant National Directors to inform decision making in relation to risk and suitability of offers and release. |
| **Informal Enquiries** | Anna Egan, HR Officer  **Email:** anna.egan2@hse.ie  **Mobile**: 087-166-3679 |
| **Details of Service** | The Mission of the National Finance Division within the HSE is to secure and account for the maximum appropriate investment in Health and Social Care by supporting Services to deliver and demonstrate value, probity and sustainability in the use of resources.  The Finance Reform Programme currently underway as part of the wider Health Reform Programme aims to:   * Introduce standardised financial management processes run from a single technology base * Provide a single source of accurate financial reporting across the Health Sector * Implement new Finance operating structures and new ways of working across Finance.   The IFMS Project, as part of the Finance Reform Programme, will implement a new Finance Operating Model for both statutory and voluntary agencies in the Health Service delivered through   * A Single National Integrated Finance and Procurement Management System (IFMS) * Standardised National processes and ways of working * A strengthened financial control framework * A New National Shared Services Model   The major business transformation Programme covering the introduction of SAP S/4 HANA platform for IFMS as the National Finance and Procurement system, will support standardised best-practice business processes and the significant organisation restructuring and change that will be required to facilitate the transformation.  The Operations Lead will support the IFMS Project Manager and IFMS Project Teams in ensuring the IFMS Project is delivered to cost, time and quality requirements through the application of the required standards, frameworks, tools and processes.    Further information available at:  <https://www.hse.ie/eng/about/who/finance/financereformprogramme/> |
| **Reporting Relationship** | The post holder will report to the Finance Reform Programme Manager or other nominated manager within the IFMS project. |
| **Key Working Relationships** | The role will involve working closely with:   * FRP/IFMS Programme Management * FRP/IFMS Project Teams * eHealth * National Finance Division * HSE Corporate and National Services * IFMS System Integrator and any other external advisors appointed to the programme. |
| **Purpose of the Post** | To ensure the effective and consistent co-ordination and implementation of operations, business processes, functions and procedures that supports the Finance Reform Programme and IFMS Project at both operational and strategic levels  The continuous improvement of operational management systems, processes and best practices in compliance with HSE policies and procedures. |
| **Principal Duties and Responsibilities** | **In performing their duties, the Grade VIII Operations Lead will:**  **Operational Management**   * Be responsible for the effective and efficient operational management of the FRP/IFMS Programme. * Develop process improvements and ways of working that utilises available ICT/digital solutions that build on capacity and team efficiencies to complete tasks to a high standard and to schedule. * Work collaboratively with IFMS Project Manager and Programme Manager to ensure the PMO effectively supports the Finance Reform Programme and IFMS Project through its efficient provision of operational management systems, processes and best practices. * Work with the IFMS Project Manager and Programme Manager and all key stakeholders to define operational requirements and scope of supports for the IFMS Project. * Take an integrated cohesive approach to the implementation of operating processes that are flexible and responsive to the needs of the programme throughout the project lifecycle. * Ensure that operations are carried out in an appropriate and cost-effective way. * Lead and co-ordinate the delivery of specified operational projects on behalf of the FRP/IFMS Project. * Contribute to the strategic/operational development and quality assurance of the PMO. * Work with the various HSE departments to ensure that the operational needs of the FRP/IFMS Project are being met and delivered in a compliant and efficient way * Maintain a good understanding of internal and external factors that can affect the performance of the programme. * Actively monitor and manage key risks and issues for the programme. * As a member of the management team, ensure that objectives and decisions are effectively communicated across the PMO * Assist in the development and implementation of appropriate internal communication channels to and from staff * Facilitate meetings as required including planning and risk management workshops. * Act as spokesperson for the Organisation as required. * Deputise for the Programme Manager as required   **Finance**   * Ensure expenditure is controlled within budget and identify potential for efficiency savings through improved practices and innovation   **Service Delivery and Service Improvement** Ensure compliance with HSE policies and that best practice standards are in operation across the IFMS Project and regular monitoring is undertaken  * Establish and promote best practice ways of working and support capacity building across the programme. * Lead and co-ordinate training on ways of working and operating procedures on behalf of the FRP/IFMS Project * Ensure the continuous quality of stakeholder services. * Lead and co-ordinate specified tender processes on behalf of the FRP/IFMS Project and subsequent contract management as required. * Demonstrate pro-active commitment to all communications with internal and external stakeholders. * Manage external suppliers to the Programme.   **Resource Management**   * Lead and co-ordinate the recruitment of suitably qualified staff for the FRP/IFMS Project in line with the programme service plan. * Work closely with Programme Management in managing resources and transition planning from project to business as usual. * Work with the FRP/IFMS Management team to assess training needs and to support the role out of training programmes * Create and maintain a positive working environment among team members, which contributes to maintain and enhance effective working relationships * Promote the development of staff to maximise potential in line with personal and organisational goals * Ensure optimum use of resources in line with current best practice * Ensure compliance with HSE policies, procedures and guidelines * Provide line management to assigned staff.   **Quality Assurance** Lead and co-ordinate on quality assurance including ensuring that best practice standards are in operation.  * Ensure compliance with all relevant legislation and HSE Policies and Procedures. * Adequately identifies, assesses, manages and monitors risk within their area of responsibility.   **Standards, Regulations, Policies, Procedures & Legislation**   * Contribute to the development of policies and procedures for own area * Effectively discharge the day to day operations, including compliance with HSE Financial regulations and all HSE policies and procedures * Assess and analyse compliance with National and EU legislative obligations, and national policies and procedures * Ensure accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility * Maintain own knowledge of relevant policies, procedures, guidelines and practices to perform the role effectively and to ensure standards are met by own team * Maintain own knowledge of relevant regulations and legislation e.g. HSE Financial Regulations, Health & Safety legislation, Employment legislation, FOI Acts etc. * Pursue continuous professional development in order to develop management expertise and professional knowledge * Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate. * 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.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | **The applicant pool for this campaign is restricted to existing HSE staff working at the grade of Grade VIII or higher**  **Candidates must have at the latest date of application: -**   * Significant operational experience working at a senior level in a complex business environment, as relevant to the role. * Experience of planning, organising and managing projects to successful outcomes to include experience of working with project related systems such as CORA, 365, SharePoint etc., as relevant to the role. * Experience of managing and working collaboratively, cross functionally with multiple internal and external stakeholders, as relevant to this role. * Have the requisite knowledge and ability, including a high standard of suitability and management ability, for the proper discharge of the duties of the office   **Health**  A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.  **Character**  Each candidate for and any person holding the office must be of good character. |
| **Other requirements specific to the post** | Flexibility in relation to working hours to fulfil the requirements of the role.  Access to appropriate transport as post will involve regular travel to other locations. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge and Experience**  Demonstrates:   * Experience in operational management systems and processes, including developing ICT/digital solutions to optimise operational processes. * Experience in ‘as is’ business process analysis and ‘to be’ business process development in a Project or Programme Office Management environment. * Experience in Programme and Project Management, including RAID management. * Knowledge and understanding of Project Management methodologies, project stages, documentation * Knowledge of the health service and a clear understanding of HSE reform, in particular the Finance Reform Programme as one of the key strategic pillars to Future Health * Knowledge of relevant legislation and HSE policies such as Risk Management, Freedom of Information, Data Protection, Cyber Security. * An understanding of the challenges of leading a complex change project with significant technology, process, interdependencies and HR challenges * Business acumen and understanding of organisational issues and challenges. * Excellent ICT skills to enable the management of operational systems.     **Managing & Delivering Results (Operational Excellence)**  Demonstrates:   * A proven ability to prioritise, organise and schedule a wide variety of tasks and to manage competing demands and tight deadlines while consistently maintaining high standards and positive working relationships * The ability to improve efficiency within the working environment and the ability to evolve and adapt to a rapid changing environment * A capacity to operate successfully in a challenging environment while adhering to various standards * The ability to work on a self-directed basis * The ability to seek and seize opportunities that are beneficial to achieving organisation goals and strives to improve service delivery * Evidence of effective project planning and organisational skills including an awareness of resource management and the importance of value for money * Ability to take personal responsibility to initiate activities and drive objectives through to a conclusion * Adequately identifies, manages and reports on risk within area of responsibility   **Leadership, Direction and Team Working Skills**  Demonstrates:   * Effective leadership in a challenging and busy environment including a track record of innovation / improvements * Ability to lead, organise and motivate teams to the confident delivery of excellent services and service outcomes. * Evidence of being a positive agent of change and performance improvement * Ability to work with multi-disciplinary team members and other stakeholders to facilitate high performance, developing and achieving clear and realistic objectives * Flexibility and adaptability to meet the requirements of the role   **Critical Analysis, Problem Solving & Decision Making**  Demonstrates:   * The ability to evaluate complex information from a variety of sources and make effective decisions * Effective problem solving skills in a complex working environment * Anticipates problems and recognises when to involve other parties (at the appropriate time and level) * Significant experience in effective operational problem solving utilising an inclusive approach which fosters learning and self-reliance amongst teams * The ability to consider the range of options available, to make balanced and timely decisions * Considers the impact of decisions before taking action * A capacity to develop new proposals and put forward solutions to address problems in a timely manner.   **Building and Maintaining Relationships/Interpersonal Skills**  Demonstrates:   * Excellent interpersonal and communications skills to facilitate work with a wide range of individuals and groups. * The ability to lead, direct and influence multiple stakeholders and ensure buy-in to plans and their implementation. * A track record of building and maintaining key internal and external relationships in achieving organisational goals. * An ability to influence and negotiate effectively in furthering the objectives of the role. * Effective conflict management skills * The ability to interact in a professional manner with staff and other key stakeholders   **Communication Skills**  Demonstrates:   * The ability to present information clearly, concisely and confidently when speaking and in writing tailoring to meet the needs of the audience * Excellent written communication skills including the ability to produce professional reports. * Excellent presentation skills.   **Commitment to a Quality Service**  Demonstrates:   * A client user and customer focus in the delivery of services * An ability to cope with competing demands without a diminution in performance * Places strong emphasis on achieving high standards of excellence * A core belief in and passion for the sustainable delivery of high quality customer focused services * An ability to pay close and accurate attention to detail in personal work and to create a culture where high standards are valued and respected |
| **Campaign Specific Selection Process**  **Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements.  Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.  Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion** | The HSE is an equal opportunities employer.  Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience.  The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated.  The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long term health condition.  For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <https://www.hse.ie/eng/staff/resources/diversity/> |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).  The CPSA is responsible for establishing the principles that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.  The CPSA Code of Practice can be accessed via <https://www.cpsa.ie/>. |
| The reform programme outlined for the Health Services may impact on this role and as structures change the Job Specification may be reviewed.  This Job Specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. | |



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**Terms and Conditions of Employment**

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| **Tenure** | The current vacancy available is permanent and whole time.  The post is pensionable.  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** | The salary scale for the post is: (as at 01/01/2024) €78,274, €78,976, €82,065, €85,166, €88,244, €91,335, €94,407 New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Working Week** | The standard working week applying to the post is to be confirmed at Job Offer stage.  HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.  ***\* Public Servants not affected by this legislation:***  Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.  Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies.  Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.  For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/). |
| **Infection Control** | Have a working knowledge of 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. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).  Key responsibilities include:   * Developing a SSSS for the department/service[[1]](#footnote-1), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. * Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. * Consulting and communicating with staff and safety representatives on OSH matters. * Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. * Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2). * Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. * Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.   **Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS. |
| **Ethics in Public Office 1995 and 2001** | Positions remunerated at or above the minimum point of the Grade VIII salary scale are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below:  A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive Officer not later than 31st January in the following year.  B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of the HSE and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive Officer.  C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission’s website <https://www.sipo.ie/>. |

1. A template SSSS and guidelines are available on [writing your site or service safety statement](https://www2.healthservice.hse.ie/organisation/national-pppgs/writing-your-site-or-service-safety-statement/).

   2 Structures and processes for effective [incident management](https://www2.healthservice.hse.ie/organisation/qps-incident-management/incident-management/) and review of incidents. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)