

 **Grade VII, Senior Executive Officer**

 **Office of Chief Executive Officer**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade Code** | **Grade VII, Senior Executive Officer**  (Grade Code 0582) |
| **Campaign Reference** | NRS14613  |
| **Closing Date** | 12 noon on Friday, 6th December 2024 |
| **Proposed** **Interview Date (s)** | Candidates will usually 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** | There is currently one permanent and whole-time vacancy available, based in The Office of the CEO, Dr. Steevens’ Hospital. A minimum level of 60%  on-site attendance at Dr. Steevens’ Hospital is expected of the postholder or more according to the office needs, in the context of the requirements of this role and the HSE’s Blended Working Policy.A panel may be formed as a result of this campaign for **Grade VII, Senior Executive Officer within the Office of the Chief Executive Officer** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.  |
| **Informal Enquiries** | Sara Maxwell, Office of the CEO**Email:** Sara.Maxwell1@hse.ie **Tel:** 01 6352701 |
| **Details of Service** | The HSE is a statutory body established by the Health Act 2004, with responsibility for the delivery of health and personal social services to a population of over 5 million people living in Ireland.The responsibilities of the CEO are wide-ranging and he is responsible for ensuring that the HSE is achieving its objectives, as well as providing leadership and strategic management across all aspects of the HSE’s activities.In 2023 and 2024 the HSE embarked on the implementation of a complete new organisational structure in the form of six operating Health Areas, a collective of national services, a redefinition of national functions and a revised new Senior Leadership structure. This has expanded further the direct reports to the CEO and will impact the operations of his office. In this regard, the structure of the CEO office will change.The Chief Executive, working with the Senior Leadership Team, has responsibility for, among other functions:* Delivering on the strategic vision for the HSE as set out in Sláintecare and in the HSE’s Corporate Plan;
* Ensuring that the operational objectives as set out in the National Service Plan are appropriate, deliverable and in line with the strategic direction of the HSE as set out in its Corporate Plan, Sláintecare and other major health strategies;
* Ensuring that the HSE is an accountable organisation, by ensuring that adverse incidents, and complaints are properly and promptly reviewed and/or investigated in accordance with the HSE’s governing statute, its policies and guidance;
* Ensuring that the HSE’s financial policies are implemented and there are clear and effective arrangements for their monitoring and control of public monies;
* Improving health and personal social services taking account of national, regional and local health objectives and policies;
* Maintaining mechanisms for staff engagement and the involvement of staff in decision making;
* Creating an appropriate climate, both internally and externally, to enable the HSE to achieve its service delivery, performance and financial objectives;
* Providing a high performing national health service in which the public have trust and confidence;
* Working in partnership with staff at all levels to create a working environment committed to excellence, that is both professionally and personally rewarding;
* Directing all the HSE’s activities to achieve the most efficient and effective provision of healthcare to the highest quality within the resources available;
* Ensuring the positive and effective implementation of clinical governance through the Chief Clinical Officer;
* Building effective partnerships with the key stakeholders of health and social care, including organisations funded by the HSE as well as with patients, carers and their representatives;
* Maintaining effective relationships with the Board, ensuring that the Board is always acting on a fully informed basis;
* Leading efforts to improve the quality and accessibility of services to patients and establish systems for evaluation and improving quality in the delivery of services while ensuring that the HSE’s legal and statutory obligations are fulfilled;
* Positioning the HSE as an organisation that is committed to and associated with openness and transparency in its dealings with the public;
* Ensuring that the HSE actively supports and promotes research development and teaching, particularly in relation to the education and training of health and social care staff;
* The responsibilities of the CEO are further described in the Health Act 2004.

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| **Reporting Relationship** | The post-holder will report to the Grade VIII Business Manager, Office of the CEO or other nominated manager. |
| **Key Working Relationships** | The post holder will work closely with the Office of the Chief Executive Officer Team and other offices across the HSE Centre and Senior Leadership Team. The post holder will also engage with other internal and external stakeholders on a regular basis, including members of the public, civil service, regulatory bodies, advocacy groups and services across the HSE. |
| **Purpose of the Post**  | The post-holder will provide management and comprehensive administrative and organisational support to the Office of the HSE Chief Executive Officer. The person will be responsible for ensuring the Office of the Chief Executive Officer and the HSE’s statutory and legislative compliance related to the processing and issuing of decisions to applications for access to information under the Freedom of Information Act 2014, General Data Protection Legislation are dealt with in a reasoned and professional manner within predetermined legislative timeframes.  |
| **Principal Duties and Responsibilities** | The principal functions of this position are to support the operational functioning of the Office of the Chief Executive and, in particular, to ensure the effective functioning of the office and performance in the processing of Freedom of Information Requests in accordance with the Freedom of Information Act 2014.Responsibilities of the post-holder will include but will not be restricted to the following five category areas:**Administration*** Ensure the efficient management and administration of the post-holder’s area of responsibility, including the oversight and management of correspondence received from various sources, the management of certain IFMS functions, involving raising purchase orders, goods receipting, invoice management and budgetary management;
* Provide administrative support for meetings and attend as required;
* Promote and maintain a customer-focused environment by ensuring service users, the public and all persons engaging with the CEO Office are treated with dignity and respect.

**Freedom of Information*** Serve as a recognised authority on information governance for the Office of the CEO to manage and deal with all FOI and Data Access requests in a timely and efficient manner, ensuring adherence to legislative responsibilities under the FOI and GDPR Act are complied with and decisions are presented consistently and professionally;
* Conduct internal research to locate and retrieve all paper and electronic records held pertaining to particular requests, collate, schedule and analyse;
* Critically review and assess information/documentation, liaising and consulting with key concerned stakeholders ie. relevant FOI colleagues, HSE officials, DOH, and third-party organisations as appropriate to ensure sound, accurate and legally compliant decisions are made, minimising the prospect that the decision issued will be overturned in the event of an appeal;
* Evidence and document decisions regarding the disclosure or non-disclosure of information/records and the application of appropriate exemptions to redact or withhold based on public interest/harm tests;
* Build and maintain FOI knowledge and expertise of FOI legislation, Data Protection (DP) legislation and GDPR requirements, keeping abreast of recent OIC decisions and their implications as relevant to the role;
* Pursue continuous professional development, keeping appraised of OIC decisions, court rulings and any updated guidance regarding the processing of FOI requests;
* Have a thorough understanding of FOI process and obligations such that they can offer guidance, expertise and support regarding the legislation;
* Line manage of assigned staff, ensuring the effective and efficient administrative operation of the FOI and other CEO Office functions
* Demonstrate pro-active commitment to engaging and working with requesters, offering assistance in refining FOI requests so that they are focused and clear with regard to the information sought;
* Foster collaborative and reciprocal relationships with FOI decision-maker colleagues and FOI Officers, particularly in the instance of co-ordinated requests;
* Maintain confidentiality and high standards of professionalism commensurate with the role;
* Maintain awareness of media and political environments and complete appropriate due diligence and inform other relevant public bodies so they can prepare for any media queries arising;
* Review and sense-check minutes of the HSE Board and its committees to ensure they satisfy FOI requirements prior to publication on the HSE website;
* Report to and liaise with management colleagues on developments and issues as they arise;
* Liaise with the Parliamentary Affairs Office in relation to replies to PQs;
* Maintain FOI Log and Tracking System to ensure deadlines are met.

**Budgetary Oversight*** Track budget activity and provide summary reports to the line manager to provide assurance on budgetary management and that there are no anomalies with the CEO Office Income and Expenditure account;
* Maintain a prudent approach to all office expenditure, ensuring value for money is always achieved and ensuring compliance with all relevant National Financial Regulations (NFR's) in relation to all office purchases, invoicing and budgetary control;

**Human Resources / Supervision of Staff*** Supervise, support and enable other CEO Office Team colleagues to carry out their responsibilities, ensuring appropriate delegation of responsibilities and authority;
* Monitor and apportion workloads to staff members to ensure fairness and to maintain high levels of wellbeing and morale in the team;
* Manage the performance of staff, dealing with underperformance in a timely and constructive manner in line with HSE policies;
* Engage in the HSE Performance Achievement Process in conjunction with their Line Manager and reporting staff as appropriate;
* Create and promote a positive working environment among work colleagues, which contributes to maintaining and enhancing effective working relationships with stakeholders;
* Pursue and promote continuous professional development in order to develop management expertise and professional knowledge.

**Standards, Regulations, Policies, Procedures & Legislation*** Contribute to the development of policies and procedures and ensure consistent adherence to procedures and current standards within area of responsibility;
* Effectively discharge the day-to-day operations, including compliance with HSE Financial Regulations and all HSE policies and procedures;
* Maintain own knowledge of relevant policies, procedures, guidelines and practices to perform the role effectively and to ensure standards are met by their own team;
* Maintain own knowledge of relevant regulations and legislation e.g. HSE Financial Regulations, Health & Safety legislation, Employment legislation, FOI Acts, GDPR;
* Identify, assess, manage and monitor risk within their area of responsibility;
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards and other 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;
* 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** | **This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies\*, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement -161867**\* A list of ‘other statutory health agencies’ can be found:<https://www.gov.ie/en/organisation-information/9c9c03-bodies-under-the-aegis-of-the-department-of-health/?referrer=http://www.health.gov.ie/about-us/agencies-health-bodies/>1. Eligible applicants will be those who on the closing date for the competition:

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|   | Have satisfactory experience in an office under the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 at a level not lower than that of Grade IV (or equivalent) and have not less than two years satisfactory experience either in that office or in an office at a level not lower than that of Clerical Officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 |

 and 1. Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge 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 the position and any person holding the office must be of good character. |
| **Post Specific Requirements** | * Experience of working in a busy office environment managing competing priorities and deadlines, where the ability to analyse and interpret information to make decisions quickly and accurately is required, as relevant to the role
* Experience of professional writing to include some of the following: - FOI decisions, parliamentary questions, formal communications, briefings and reports;
* Experience of managing and working collaboratively and cross-functionally with multiple internal and external stakeholders as relevant to this role
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| **Other requirements specific to the post** | Access to appropriate transport to fulfil the requirements of the role |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience*** Knowledge and experience of FOI and Data Protection legislative requirements, GDPR regulations and compliance;
* Experience of professional writing e.g. Formal letters, FOI Decisions; Parliamentary Questions, etc.;
* Critical appraisal skills, with an ability to identify, explain and communicate issues appropriately;
* Experience working with confidential information and maintaining confidentiality;
* Ability to maintain focus and work under pressure, managing competing demands and priorities;
* Maximise the use of ICT, demonstrating excellent IT skills particularly Microsoft Office, Adobe Professional, etc.;
* The capacity to lead, organise and motivate others to function effectively;
* Demonstrate commitment to developing own professional knowledge and expertise.
* A comprehensive understanding and awareness of the sensitive and high-profile environment that the HSE and, in particular, the CEO Office, operates in.
* Excellent MS Office skills to include, Word, Excel & PowerPoint and a high proficiency with Adobe Professional;
* Be exceptionally organised, detail-orientated and pragmatic with an ability to manage competing demands and work to strict schedules and legislated deadlines;

**Planning and Managing Resources** * Demonstrate the ability to effectively plan and manage resources, effectively handle projects concurrently, structuring and organising own workload and that of others effectively.
* Demonstrate responsibility and accountability for the timely delivery of agreed objectives.
* Challenges processes to improve efficiencies where appropriate, is committed to attaining value for money.

**Commitment to a Quality Service*** Demonstrates evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user.
* Ensure attention to detail and a consistent adherence to procedures and standards within area of responsibility.
* Embraces and promotes the change agenda, supporting others through change.
* Demonstrate flexibility and initiative during challenging times and an ability to persevere despite setbacks.

**Evaluating Information, Problem Solving & Decision Making** * Demonstrate an ability to analyse and evaluate information, considering a range of critical and complex factors in making effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management.
* Demonstrate initiative in the resolution of complex issues / problem solving and proactively develop new proposals and recommend solutions.
* Ability to confidently explain the rationale behind decisions when faced with opposition.

**Team Working*** The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment.
* Demonstrate an ability to work as part of the team in establishing a shared sense of purpose and unity across a number of teams delivering on different projects.
* Demonstrate leadership; creating team spirit; leading by example, coaching and supporting individuals to facilitate high performance and staff development.
* Demonstrate a commitment to promoting a culture of involvement and consultation within the team, welcoming contributions from others.
* The capacity to lead, organise and motivate others to function effectively;

**Communications & Interpersonal Skills*** Demonstrates excellent communication and interpersonal skills including the ability to present complex information in a clear, concise and confident manner (written & verbal). Strong presentation skills.
* Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders, working collaboratively within a multi stakeholder environment.
* Demonstrate commitment to regular two-way communication across functions and levels, ensuring that messages are clearly understood.
* Critical appraisal skills, with an ability to identify, explain and communicate issues appropriately;
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| **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 will be placed on an order of merit and will be called to interview.  |
| **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. |



**Grade VII, Senior Executive Officer**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is **permanent** and **whole time***.* The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage. 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: 01.10.2024**58,254 59,676 61,339 63,008 64,682 66,177 67,700 69,182 70,654 73,186 75,728 LSIs**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.  |

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)