

HR/ER Department, Business Operations,  
Technology and Transformation

HSE, Dr. Steeven’s Hospital,

Dublin 8, D08 W2A8

Rannóg AD/CF

Oibríochtaí Gnó

Teicneolaíocht agus Trasfhoirmiú

FSS, Ospidéal Dr. Steevens

Baile Átha Cliath 8, D08 W2A8

**Grade V Business Support Officer**

**Technology and Transformation**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **Grade V Business Support Officer**  Oifigeach Tacaíochta Gnó, Grád V  *(Grade Code: 0566)* |
| **Remuneration** | The Salary scale for the post is Grade V  The salary scale for the post is: (01/03/2025)  €51,206, €52,738, €54,300, €55,897, €57,503, **€59,375, €61,253, 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. |
| **Campaign Reference** | T&T/10/25 Grade V Business Support Officer |
| **Closing Date** | 12 noon Friday, 4th April, 2025 |
| **Proposed Interview Date (s)** | TBC |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Organisational Area** | Technology & Transformation |
| **Location of Post** | The line manager is open to engagement in respect of flexibility around location subject to reaching agreement on a minimum level of availability to attend meetings in other nationwide locations as appropriate to carry out the functions of the post.  Technology & Transformation currently have a number of offices throughout Ireland and it is expected that the successful candidate will work from one of these locations.   * Dr. Steevens’ Hospital, Dublin   *Ospidéal Dr Steevens’, Baile Átha Cliath*   * Bective Street, Kells, Meath   *Sráid Bheigthí, Ceanannas, Co na Mí*   * Feehily’s Business Centre, Duck Street, Sligo   *Ionad Gnó Uí Fhithcheallaigh, Sráid na Lachan, Sligeach*   * Aras Slainte Chluainin, Manorhamilton, Leitrim   *Aras Slainte Chluainín, Manorhamilton, Leitrim*   * Áras Sláinte, Wilton Road, Cork   *Áras Sláinte, Bóthar Wilton, Corcaigh*   * Dublin Road, Lacken, Kilkenny   *Bóthar Bhaile Átha Cliath, Cill Chainnigh*   * Merlin Park Hospital, Galway   *Ospidéal Pháirc Mheirlinne, Gaillimh*   * Catherine Street, Limerick   *Sráid Catherine, Luimneach*   * Scott Building Midlands Regional Hospital, Arden Road, Tullamore, Offaly   *Ospidéal Réigiúnach Lár na Tíre, Tulach Mhor, Uíbh Fhailí*   * Southgate Shopping Centre, Colpe Cross, Drogheda, Meath   *Ionad Siopadoireachta Southgate, Crois Cholpa, Droichead Átha, Co. na Mí*   * University Hospital Kerry, Tralee, Kerry   *Ospidéal Ollscoile Ciarraí, Trá Lí, Ciarraí*   * Hale Street, Ardee, Louth   *Shráid Héil, Bhaile Átha Fhirdhia, Có Lú*  ***Health Region Locations:***   * HSE Dublin and Midlands   *FSS Bhaile Átha Cliath agus Lár na Tíre*   * HSE Dublin and South-East   *FSS Bhaile Átha Cliath agus an Oirdheiscirt*   * HSE Dublin and North-East   *FSS Bhaile Átha Cliath agus an Oirthuaiscirt*   * HSE West and North-West   *FSS an Iarthair agus an Iarthuaiscirt*   * HSE MidWest   *FSS an Iarthair Láir*   * HSE Southwest   *FSS an Iardheiscirt*  A panel may be created for the post from which permanent and specified purpose vacancies of full or part time duration may be filled. |
| **Informal Enquiries** | Campaign Lead: Naomi Wright  Email: [recruitment.TechnologyAndTransformation@hse.ie](mailto:recruitment.TechnologyAndTransformation@hse.ie) |
| **Details of Service** | Technology & Transformation is the HSE office responsible for the delivery of technology to support healthcare across Ireland. Technology & Transformation embraces all voice, video and data communications technologies and provides one central management point for all purchases of hardware, software, telecommunications, ICT developments and advisory services.  Technology & Transformation is also responsible for implementing the Digital for Care Framework, ensuring that technology supports healthcare efficiently and effectively throughout the whole system. The core of Digital for Care is to bring improved population wellbeing, health service efficiencies and economic opportunity through the use of technology enabled healthcare provision.  [*Digital for Care 2030*](https://www.ehealthireland.ie/technology-and-transformation-functions/digital-for-care-2030/digital-for-care-2030-overview/)is the Framework under which all digital health solutions for the HSE are co-ordinated, streamlined and implemented.  It provides a strategic and innovative plan to advance key Slaintecáre programmes and deliver integrated care that is fully aligned with the Health Regions structure. These programmes are critical in setting the future policy direction under Digital for Care, for considering opportunities offered by current and emerging technologies, and are fundamental in the delivery of digital health transformation in Ireland.  Business Operations is the enterprising business entity of Technology and Transformation.  The aim of our team is to support Technology and Transformation through the delivery of various business operations services.  We provide high quality people management and business solutions to Technology and Transformation. In doing so we support and enable advancing technologies to facilitate better healthcare outcomes for the people of Ireland. |
| **Reporting Relationship** | Reporting to the Appropriate Designated Manager. |
| **Purpose of the Post** | The purpose of the post is to support the functions within Business Operations, Executive and Project Support to the various work programmes within the T&T portfolio. |
| **Principal Duties and Responsibilities** | **Principal Duties & Responsibilities include:**  The position of Business Support Officer is to support the administrative and project support requirements within Technology and Transformation.  **Administration**   * Ensure the efficient day-to-day administration of their designated section. * Support the line manager in ensuring deadlines are met and that service levels are maintained. * Support the line manager in ensuring that policies and procedures are well documented and understood and adhered to by themselves and the staff within their section. * Ensure accurate attention to detail in own work and work of the team. * Use appropriate technology to ensure work is completed to a high standard. * Administration support for local and national work programmes   + Working with a team to produce monthly programme updates.   + Dealing with queries from Technology and Transformation and other HSE colleagues in relation to works on hand.   + Dealing with queries from suppliers and customers (Internal & External).   + Ensuring deadlines are met * Provide Administrative Support as required * Drafting of reports and responses to enquires as required.   **Human Resources / Supervision of Staff**   * Support the Line Manager in creating and maintaining a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships. * Promote co-operation and working in harmony with other teams and disciplines. * To plan and meet deadlines as part of a team in a busy environment. * Maintain confidentiality of documentation, records, etc * Create and update records with information on status of tasks. * Pursue and promote continuous professional development in order to develop management expertise and professional knowledge  |  | | --- | |  |   **Customer Service**   * Support the delivery of accurate and up to date reporting in line with Business Operations and customer needs * Promote and maintain a customer focused environment by ensuring internal and external stakeholders are treated with dignity and respect. * Act on feedback from service users/customers * Develop good customer relationships through excellent customer service   **Service delivery and improvement**   * Embrace change and adapt local work practices accordingly, ensuring the team knows how to action changes. * Implement agreed changes to administration of the service. * Encourage and support staff through change processes.   **Standards, policies, procedures & legislation**   * Maintain own knowledge of relevant HSE policies, procedures, guidelines and practices to perform the role effectively and to ensure current work standards are met by own team, including those relevant to Technology and Transformation. * Maintain own knowledge of relevant regulations and legislation e.g. Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts etc. * Pursue continuous professional development in order to develop management expertise and professional knowledge. * 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 description 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 him/her 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 [[here](http://health.gov.ie/about-us/agencies-health-bodies/).](http://health.gov.ie/about-us/agencies-health-bodies/)  [247584\_c223c6e7-2d32-4ace-923d-4b263ec7df07.xlsx](https://assets.gov.ie/247584/c223c6e7-2d32-4ace-923d-4b263ec7df07.xlsx)   1. **Professional Qualifications, experience, etc.**  |  | | --- | | a) Eligible applicants will be those who on the closing date for the competition:   1. Have satisfactory experience as a 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.   **Or**   1. Have obtained a pass (Grade D) in at least five subjects from the approved list of subjects in the Department of Education Leaving Certificate Examination, including Mathematics and English or Irish1. Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.   **Or**   1. Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction   **Or**   1. Hold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI).   *Note1:*  *Candidates must achieve a pass in Ordinary or Higher-level papers. A pass in a foundation level paper is not acceptable. Candidates must have achieved these grades on the Leaving Certificate Established programme or the Leaving Certificate Vocational programme. The Leaving Certification Applied Programme does not fulfil the eligibility criteria.*  And   1. Candidates must possess the requisite knowledge and ability, including a high standard of suitability and management ability, 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 and any person holding the office must be of good character.  **Age**  Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation Act, 2004). A candidate who is not classified as a new entrant must be under 68 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs. | |
| **Post specific requirement** | **Applicants must, at the latest date of application, clearly demonstrate, all of the criteria listed below as relevant to the role:**   * Significant experience delivering in an administration role within a digitally changing dynamic environment * Demonstrate experience working in a team and fostering good team work * Experience of working with internal and external stakeholders. |
| **Other requirements specific to the post** | * Flexibility in working hours to meet the needs of the service. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**  ***Demonstrate:***   * Knowledge and experience relevant to the role as per the duties and responsibilities, eligibility criteria and post specific requirements of the role * How they maximise the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook, Teams etc. * Customer Service Delivery and focus on providing a quality service * Their commitment to developing own professional knowledge and expertise * Awareness of the HSE’s Digital Health Strategic Implementation Roadmap, Digital of Care 2030 and Slaintecare  |  | | --- | |  |   **Communications & Interpersonal Skills**  ***Demonstrate:***   * Effective communication and interpersonal skills including the ability to present (verbal and written) information in a clear and concise manner. * Strong written Communication Skill * The ability to build and maintain relationships with a variety of stakeholders.   **Planning & Managing Resources**  ***Demonstrate:***   * Excellent planning and organisational skills including using computer technology effectively. * The ability manage deadlines and effectively handle multiple tasks. * The ability to manage within allocated resources and a capacity to respond to changes in a plan.   **Evaluating Information, Problem Solving & Decision Making**  ***Demonstrate:***   * The ability to appropriately analyse and interpret information, develop solutions and contribute to decisions quickly and accurately as appropriate. * Initiative in the resolution of complex issues * The ability to recognise when it is appropriate to refer decisions to a higher level of management. * A capacity to develop new proposals and recommend decisions on a proactive basis. * Flexibility, problem solving and initiative skills including the ability to implement change.   **Team Working**  ***Demonstrate:***   * The ability to work both independently and as part of a team * The capacity for management responsibility and initiative. * Motivation and an innovative approach to the job within a changing working environment.   **Commitment to a Quality Service**  ***Demonstrate:***   * Awareness and appreciation of the service user. * A commitment to promoting and maintaining high work standards. * A commitment to providing a professional service to internal and external stakeholders. |
| **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. |
| **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 Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE’s review process is available in the document posted with each vacancy entitled “Code of Practice, Information for Candidates”.  Codes of practice are published by the CPSA and are available on [www.hse.ie/eng/staff/jobs](http://www.hse.ie/eng/staff/jobs) in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on [www.cpsa.ie](http://www.cpsa.ie). |
| The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.  This job description 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 V Business Support Officer**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancies available are 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. |
| **Working Week** | The standard working week applying to the post is 35 hours.  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. |
| **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 recruited between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.  Public servants recruited since 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **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. |
| **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.  Visit [HSE Children First](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/) for further information, guidance and 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 the National Health and Safety Function/H&S web-pages [↑](#footnote-ref-1)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-2)