

**Oibríochtaí Gnó, Foireann AD rShláinte agus Teicneolaíocht Bhunathraitheach**

FSS, Ospidéal Dr. Steeven’s,

Baile Átha Cliath 8, D08 W2A8

Business Operations, HR Team  
Technology and Transformation

HSE, Dr. Steeven’s Hospital,

Dublin 8, D08 W2A8

**Grade VI – SAP CoE Customer eXperience Reporting Analyst**

**SAP Centre of Excellence (CoE)**

**Technology and Transformation**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **SAP CoE Customer eXperience Reporting Analyst - Grade VI**  Grade Code: 0574 |
| **Campaign Reference** | T&T/35/24 |
| **Closing Date** | 12 Noon, Friday 15th November, 2024 |
| **Proposed Interview Date (s)** | TBC |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | The specific location of this post will be agreed with the successful candidate at appointment stage. The Customer eXperience General Manager SAP Centre of Excellence is open to engagement in respect of flexibility around location subject to reaching agreement on a minimum level of availability for relevant SAP CoE / Technology & Transformation related meetings.  The base for induction will be agreed prior to start date.  SAP CoE, Technology & Transformation currently have several offices throughout Ireland, and it is expected that the successful candidate will work from one of these locations.   * Dublin * Kells * Sligo * Manorhamilton * Cork * Kilkenny * Galway * Limerick * Tullamore * Drogheda * Kerry * Ardee   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: Sarah O’Donoghue  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 and Transformation is also responsible for turning operational delivery model within Technology & Transformation into a reality ensuring that technology supports healthcare efficiently and effectively throughout the whole system. The core of the operational delivery model is to bring improved population wellbeing, health service efficiencies and economic opportunity through the use of technology enabled healthcare provision.  The SAP CoE (Centre of Excellence) is one of the delivery workstreams within the Technology and Transformation unit. SAP CoE provides critical SAP support for the HSE business community by developing, maintaining, and supporting SAP applications for HR, Payroll, Finance, Procurement and Consolidated Financial Intelligence, along with Business Warehouse, Business Intelligence/Reporting and Self-Service Applications.  Core activities within the SAP CoE include;   * Analysing business requirements * Production support * Recommending SAP system and process solutions * Configuration and maintenance of core SAP applications * SAP application quality assurance and testing * Infrastructure, technical and security support * End-user support and SAP training * Programme, project and portfolio management * Providing SAP KPI's to the HSE SAP user community * Governance oversight for third-party service providers and integrators   The SAP CoE adheres to commonly accepted industry standards such as ITIL, PRINCE2, and the Software Engineering Institute’s Capability-Maturity Model for IT delivery organisations.  The SAP CoE is currently supporting two major transformation initiatives in the HSE – NiSRP (National Integrated Staff Records & Pay) Programme and IFMS (Integrated Finance Management System).   * The NISRP change programme is implementing SAP HR/Payroll via self-service across the HSE and voluntary sector. * IFMS is implementing SAP S/4 HANA as the HSE’s national finance and procurement system to support standardised best-practice business processes for all HSE health care delivery.   Further information on the SAP Centre of Excellence is available at  <https://www.ehealthireland.ie/ehealth-functions/sap-centre-of-excellence/> |
| **Reporting Relationship** | The post holder will report to SAP CoE General Manager in Customer eXperience unit as appropriate, or other nominated manager.  **Key Working Relationships**  The post holder will have key working relationships with colleagues in the SAP Centre of Excellence and members of project and programme teams including IFMS and NiSRP programmes. |
| **Purpose of the Post** | **Overview**  The SAP CoE Customer eXperience Reporting Analyst will collaborate closely with the SAP CoE Help Desk teams and other departments across SAP CoE. This role is pivotal in delivering comprehensive reporting capabilities for the department. The analyst will be responsible for developing, maintaining, and optimising reports, dashboards, and other data visualisation solutions to support effective governance and the overall management of performance, service levels, and user experience derived from multiple data sources.  The post holder will play a key role in the design, development, and ongoing support of analytics and intelligence functions, enabling data-driven insights and strategic decision-making within the unit. |
| **Principal Duties and Responsibilities** | **Principal Duties and Responsibilities:**   * Develop and maintain SAP CoE Customer eXperience operational reports, including cross team and cross functional reporting. * Understand business requirements in the BI context and design data models to convert raw data to meaningful insights. * Review and implement technical changes to existing BI systems in order to enhance their functioning. * Build effective and visually rich presentation dashboards and interactive reports using BI to represent data in a meaningful way. * Ensure integrity, quality and validation of data. * Collate data from multiple sources in order to facilitate its interpretation. * Design, develop, and deploy Power BI scripts and perform efficient detailed analysis including KPI scorecards and visual reports. * Interpret data and analyse results using statistical techniques. * Devise reporting capabilities on routine and core business objectives including KPI targets and SLAs. * Write SQL queries to connect to data sources and perform SQL querying for best results. * Create charts and document data with algorithms, parameters, models, and relations explanations. * Develop tabular and multidimensional models that follow industry best practice. * Analyse data, including trends and patterns and present it through reports that can assist decision-making. * Collaborate and understand business requirements to set functional specifications for reporting applications that best fit business needs, customising where needed. * Manipulate data into reporting and analytics solutions. * Ensure data accuracy by regularly auditing, validating reports and data sources. * Work with other analysts and teams to identity and understand source data system and business requirements for solutions delivery. * Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships.   Change Management   * Promote and participate in the implementation of change. * Proactively identify inequities/inefficiencies in service administration and implement solutions to improve service delivery, in line with legislation and benchmarking against best practice structures. * Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring team knows how to action changes. * Encourage and support staff through change process.   Customer eXperience   * Promote, maintain and improve a customer focused environment. * Gather and consolidate data to report customer feedback channels including VoC and CSAT. * Prepare and distribute comprehensive reports and dashboards to stakeholders, ensuring accuracy and value. * Analyse customer feedback and behavioural data to identify patterns, trends, and root causes of customer satisfaction or dissatisfaction. * Conduct qualitative and quantitative analysis to assess the effectiveness of customer experience initiatives. * Provide actionable insights and recommendations to the Customer eXperience team and other departments based on data analysis. * Collaborate with cross-functional teams to support Customer eXperience projects, providing data-driven insights and supporting decision-making. * Set up and manage feedback loops to ensure continuous improvement and alignment with customer expectations. * Assist in the design and implementation of customer surveys and feedback mechanisms.   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 [[here](http://health.gov.ie/about-us/agencies-health-bodies/).](http://health.gov.ie/about-us/agencies-health-bodies/)   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).   **and**  (b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.  *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* |
| **Post Specific Requirements** | **Applicants must, at the latest date of application, clearly demonstrate, all of the criteria listed below as relevant to the role:**   * Substantial experience analysing, designing and building business intelligence solutions in a fast-paced development environment. * Sufficient experience with data visualisation / dashboard tools e.g. PowerBI, Power Query. * Sufficient experience of collaborating with senior internal and external stakeholders, to understand their requirements and develop data solutions and reports that provide complex data in an easy-to-use and understandable format. * Sufficient experience developing solutions for CSAT analysis and customer feedback mechanisms as part of continuous service improvements. |
| **Other requirements specific to the post** | * Need to have full Driving Licence with own transport to fulfil the requirements of the role as this post will involve travel. * Flexibility in working hours to meet the needs of the service. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**  ***Demonstrate:***   * Strong proficiency in SQL, BI tools, analytical methods, queries and data platforms. * Strong experience and ability in Power BI DAX report development, data modelling and data visualisation. * Substantial experience implementing Power BI in an organisation. * Proven ability to develop and manage large datasets. * Substantial experience conveying complex information to all levels of seniority and different stakeholders. * Substantial experience and ability to structure and conduct analyses to generate insight and recommendations. * Strong experience in converting raw data into meaningful insights. * Significant experience in end-to-end project delivery. * Significant experience and ability to work in a fast-paced and fluid environment. * Strong analytical skills and ability to identify potential improvements and propose and implement solutions * Strong experience in VoC and customer feedback reporting and analysis.     **Communications & Interpersonal Skills**  ***Demonstrate:***   * Excellent communication and interpersonal skills in order to deal effectively with a wide range of stakeholders. * The ability to present information clearly, concisely and confidently when speaking and in writing. * The ability to build and maintain relationships with colleagues and other stakeholders to assist in performing the role.   **Planning & Managing Resources**  ***Demonstrate:***   * Strong planning and organising skills including, structuring and organising own work load and that of others effectively. * The ability to use computer technology effectively for the management and delivery of results. * The ability to take responsibility and be accountable for the delivery of agreed objectives. * A logical and pragmatic approach to workload, delivering the best possible results with the resources available.   **Evaluating Information, Problem Solving & Decision Making**  ***Demonstrate:***   * The ability to gather and analyse information from relevant sources, weighing up a range of critical factors to develop solutions and make decisions as appropriate. * Ability to make sound decisions with a well-reasoned rationale and to stand by these. * Initiative in the resolution of complex issues. * A capacity to develop new proposals and put forward solutions to address problems.   **Team Working**  ***Demonstrate:***   * The ability to lead the team by example, coaching and supporting individuals as required. * The ability to work with the team to facilitate high performance, developing clear and realistic objectives. * The ability to address performance issues as they arise. * Flexibility and willingness to adapt, positively contributing to the implementation of change.   **Commitment to a Quality Service**  ***Demonstrate:***   * Evidence of incorporating the needs of the service user into service delivery. * Evidence of proactively identifying areas for improvement and the development of practical solutions for their implementation. * Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers. * Commitment to developing own knowledge and expertise. |
| **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. | |



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**SAP Centre of Excellence (CoE)**

**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. |
| **Remuneration** | The Salary scale for the post is**: Grade VI**  €55,644 €56,971 €58,589 €61,629 €63,447 €65,711 €67,981 LSIs **(01.10.2024)**  **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 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 job offer 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 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. |
| **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. |
| **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)