

Business Operations, HR Team  
Technology & Transformation

Dr. Steevens’ Hospital, Dublin 8, D08 W2A8

**Oibríochtaí Gnó, Foireann AD**

**Teicneolaíocht & Tarfhoirmiú**

FSS, Ospidéal Dr. Steevens’,

Baile Átha Cliath 8, D08 W2A8

**Grade VII Business Operations**

**Technology & Transformation**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **Grade VII Business Operations**  *(Grade Code: 0582)* |
| **Campaign Reference** | T&T/36/24 Grade VII Business Operations |
| **Closing Date** | **12.00 Noon, Wednesday 11th December, 2024** |
| **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.   * 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 Roisin Shaw  Email: roisin.shaw@hse.ie |
| **Details of Service** | 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** | Relevant Business Operations Lead |
| **Purpose of the Post** | The post holder will be required to provide effective support in the management, development and delivery of Business Operations in Technology and Transformation.  To implement best practice on Business Operations related issues in line with HSE policies, protocols and procedures including the management and reporting of IFMS/SAP financial/HR system or equivalent systems*.* |
| **Principal Duties and Responsibilities** | **Principal Duties & Responsibilities include: -**   * To establish, with the relevant Business Operations Lead, agreed objectives for the performance of the functions for which he/she is responsible * Assist in the performance and delivery of business operations * Ensuring that the business operations are effective and they efficiently meet the business need * Supervision of team as appropriate   **Administration**   * Contribute to the development of service plans for own area of responsibility and implement service plan objectives within own area. * Ensure the efficient management and administration of area of responsibility. * Execute assignments in accordance with agreed plans, budgets and deadlines. * Ensure deadlines are met and that service levels are maintained. * Prepare regular reports on the progress of work against the operational plan. * Provide accurate information to management in a timely manner, ensuring that administrative and financial records are readily available. * Inform management of ideas / solutions to maximise effective use of resources / improve service delivery. * Advise, promote and participate in the implementation of innovations in service delivery. * Participate in and lead project working groups, represent the HSE on committees as required. * Build and maintain relationships with key stakeholders to gather support for new initiatives. * Make decisions and solve problems in a timely manner and inform others of decisions that have implications for them, making sure team knows how to action them. * Gather information from a variety of sources to ensure decisions are in line local and national agreements. * Ensure regular two-way communication happens between line management and senior management. * Provide administrative support for meetings and attend as required. * Maximise the use of technology to advance the quality and efficiency of service provision.   **Customer Service**   * Promote and maintain a customer focused environment by ensuring service users are treated with dignity and respect. * Seek feedback from service users / customers to evaluate service and implement change.   **Human Resources / Supervision of Staff**   * Supervise and enable other team members to carry out their responsibilities, ensuring appropriate delegation of responsibility and authority. * Review the conduct and completion of assignments of staff in accordance with the operational plan and expected quality standards. * Keep in touch with workloads of staff members to gauge levels of wellbeing and morale in the team. * Manage the performance of staff, dealing with underperformance in a timely and constructive manner. * Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate. * Conduct regular staff meetings to keep staff informed and to hear views. * Create and promote a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships with other teams and disciplines. * Solve problems and ensure decisions are in line with local and national agreements * Identify and agree training and development needs of team and design plan to meet needs. * Pursue and promote continuous professional development in order to develop leadership and management expertise and professional knowledge.   **Service Delivery and Service Improvement**   * Promote and participate in the implementation and management 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. * Maintain a good understanding of internal and external factors that can affect service delivery including awareness of local and national issues that impact on own area of work. * 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 processes.   **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 own team. * Maintain own knowledge of relevant regulations and legislation e.g. HSE Financial Regulations, Health & Safety legislation, Employment legislation, FOI Acts, GDPR. * Adequately identifies, assesses, manages and monitors 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 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***  **Eligibility Criteria – Qualifications and/or experience**    **1.    Professional Qualifications, Experience, etc.:**    (a) Eligible applicants will be those who on the closing date for the competition:    **(i)** 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**  **(ii)** 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**  **(iii)** Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.      **Or**  **(iv)** 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.    **(v)** *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* 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). |
| **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 of managing and developing people and of fostering team work * Significant experience of working in a busy office environment which has involved interacting in a professional manner with senior management and other key internal and external stakeholders, in the delivery of a quality service * Experience in creating high-quality documents, reports and presentations, with the ability to communicate complex information clearly, to diverse audiences. |
| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role. * Flexibility in working hours to meet the needs of the service. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**  ***Demonstrate:***   * A strong understanding of the core functions of Technology & Transformation * Awareness of the HSE’s Digital Health Strategic Implementation Roadmap, Digital of Care 2030 and Slaintecare * Knowledge and experience of business reporting and business reporting tools e.g. IFMS/SAP. * Ability to work in line with relevant policies and procedures * Excellent MS Office skills to include, Outlook, Word, Excel and PowerPoint. * An understanding of FOI, Data Protection, employment and other relevant legislation as it applies to this role. * Demonstrate commitment to developing own professional knowledge and expertise   **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 * To challenges processes to improve efficiencies where appropriate, is committed to attaining value for money.   **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 and confidently explain the rationale behind decision when faced with opposition * Initiative in the resolution of complex issues * A capacity to develop new proposals and put forward solutions to address problems   **Building and Maintaining Relationships including Teamwork & Leadership Skills**  ***Demonstrates:***   * The ability to build, maintain, and form strong relationships with colleagues and other stakeholders and to achieve results through collaborative working. * The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment. * The ability to lead the team by example, coaching and supporting individuals as required. * Flexibility, adaptability and openness to working effectively in a changing environment. * Leadership; creating team spirit; leading by example, coaching and supporting individuals to facilitate high performance and staff development. * A commitment to promoting a culture of involvement and consultation within the team, welcoming contributions from others.   **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 * flexibility and initiative during challenging times and an ability to persevere despite setbacks. * How they eembrace and promote the change agenda, supporting others through change. |
| **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 VII Business Operations**

**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 VII**  **€58,254, €59,676, €61,339, €63,008, €64,682, €66,177, €67,700, €69,182, €70,654 €73,186 €75,728 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)