

**Grade VIII Business Manager**

**Office of Chief Executive Officer**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade VIII Business Manager*(Grade Code:0655)***New Service Development**  |
| **Campaign Reference** | NRS14402 |
| **Closing Date** | Monday 22nd July 2024 @ 3pm |
| **Proposed Interview Date (s)** | Proposed interview dates will be indicated at a later stage. Please note you may be called forward for interview at short notice. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | Office of the CEO Dr Steevens’ Hospital, Dublin 8.There is currently one permanent and whole-time vacancy available.The post holder will be required to be present in Dr Steevens’ Hospital for a minimum of 60% of their working week, or more according to the needs of the office.A panel may be formed as a result of this campaign for **Grade VIII, Business Manager 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 **Mobile:** 0877799147 |
| **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.In recent years the Government has made a number of structural changes to how the HSE is governed. The most recent change, effected by the Health Service Executive (Governance) Act 2019, provided for the establishment of a new board for the HSE and a new position of Chief Executive Officer.The Board and the CEO of the HSE each have distinct statutory mandates, with the Board being the governing authority of the HSE and the CEO being responsible for managing and controlling and carrying on generally the administration of the HSE.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 Regions, once collective of national services, a redefinition of national functions and a revised new Senior Leadership structure. This has expanded further the direct reports to and scope of the CEO role and that of his office. In this regard the structure of the CEO office is changing.The Chief Executive 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
* 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 and
* Providing a high performing national health service in which the public repose 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, carer’s 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 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’s financial policies are implemented and there are clear and effective arrangements for their monitoring and control of public monies;
* 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;
* 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;

The responsibilities of the CEO are further described in the Health Act 2004 as follows:* + To carry on and manage, and control generally, the administration and business of the HSE and perform such other functions as are conferred on him by or under the Health Act 2004 (as amended) or any other enactment;
* To ensure that appropriate systems, procedures and practices are in place—

(i) to achieve the HSE’s statutory obligation to deliver health and personal social services,(ii) for the internal performance management and accountability of the HSE in respect of the —1. performance of its functions,
2. achieving objectives in accordance with the corporate plan, and
3. delivery of health and personal social services in accordance with the Health Act 2004

(iii) in order to enable compliance with the policies (whether set out in codes, guidelines or other documents, or any combination thereof) of the Government or a Minister of the Government to the extent that those policies may affect or relate to the functions of the HSE.* To provide the HSE Board with such information (including financial information) relating to the performance of his or her functions and the implementation of the policies of the Executive as the Board may require,
* To assist and provide the accounting officer (being the Secretary General of the Department of Health) with such information relating to the accounting officer’s functions within such period as the accounting officer may require.

The workload accompanying these responsibilities is onerous and together with recent organisational changes the CEO is redefining the roles within the office. The new Senior Leadership Team assists the CEO in the discharge of his functions. This role is critical to the CEO in that context. |
| **Reporting Relationship** | The Grade VIII Business Manager will report to the General Manager, Office of the CEO or other nominated manager. |
| **Key Working Relationships** | The post holder will work closely with the team in the Office of the Chief Executive Officer 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**  | To provide support to the Office of the Chief Executive Officer, including managing the administrative team. |
| **Principal Duties and Responsibilities** | The principal duties and responsibilities of this role include:**Operational Management** * Manage, oversee and support the administrative duties of the Office of the Chief Executive Officer.
* Oversee Freedom of Information (FOI) and Data Protection queries.
* Critically review, proof and edit documention including papers, reports, briefing notes, correspondence as required.
* Prepare and provide required briefings and documentation for meeting as required.
* Ensure consistency and professionalism in the content and presentation of all reports, papers, and PowerPoint presentations.
* Provide management support to the General Manager in the performance of assigned functions.
* Complete tasks/actions identified by the General Manager – within specified timescales.
* Ensure adherence to deadlines in relation to internal and external communications.
* Ensure the efficient day-to-day administrative operation of the Office of the Chief Executive Officer, including management and supervision of assigned staff.
* Undertake projects as delegated by the General Manager.
* Create a positive working environment, which contributes to maintaining and enhancing effective communication and working relationships.
* Ensure optimum use of resources in line with current best practice.
* Evaluate and make recommendations on proposals, which have funding implications.
* Work collaboratively and professionally with stakeholders with the HSE Centre and across the wider HSE as appropriate to the tasks.

**Finance** * Ensure the effective oversight of office budget within the Office of the Chief Executive Officer, in accordance with the HSE National Financial Regulations.

**Human Resources*** Build a team environment that is centred on equality, diversity and inclusion.
* Manage the performance of staff, dealing with underperformance in a timely and constructive manner
* Identify and agree training and development needs of the team and design plans to meet those needs
* Conduct regular staff meetings to keep staff informed and to hear views
* Keep in touch with workloads of staff members to gauge levels of stress and morale in the team
* Create a learning and innovative culture in the team

**Project Management*** Undertake projects as assigned by the General Manager, Head of Corporate Affairs or CEO as required.
* Ensure assigned projects are being managed to the agreed scope, budget and schedule
* Be accountable for the consistent application of project management quality standards as stipulated
* Proactively maintain comprehensive, up-to-date project plans, status reports and project documentation
* Proactively manage project risks and be able to demonstrate viable mitigation plans are in place
* Ensure that project stakeholders are aware of their respective roles and responsibilities and lead by example
* Participate in relevant project management teams to include development and oversight of project plans in accordance with project management principles.

**Standards, Regulations, Policies, Procedures & Legislation*** Contribute to the development and monitoring of policies and procedures for the office
* Contribute to the development of effective processes for managing the day to day administration of the office, including effective delegation, diary management, document management and efficient record keeping.
* Effectively discharge the day to day operations, including compliance with HSE Financial regulations and all HSE policies and procedures
* Assess and analyse compliance with National and EU legislative obligations, and national policies and procedures
* Ensure accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility
* Maintain own knowledge of relevant policies, procedures, guidelines and practices to perform the role effectively and to ensure standards are met by own team
* Maintain own knowledge of relevant regulations and legislation e.g. HSE Financial Regulations, Health & Safety legislation, Employment legislation, FOI Acts etc.
* Pursue continuous professional development in order to develop management expertise and professional knowledge
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service
* Identifying opportunities to improve quality of service within the office
* Play a key role in managing change within the office
* Act as spokesperson for the Organisation as required
* 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 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.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.
* Demonstrate pro-active commitment to all communications with internal and external stakeholders

**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** | **Candidates must have at the latest date of application:*** Significant experience of managing a team, as relevant to the role
* Significant operational experience in a complex service to include budget planning and resource management processes as relevant to the role
* Significant experience of professional writing, which has included some or all of the following: condensing major reports, preparing briefings on behalf of senior management for government departments or Oireachtas committees, preparing responses to Parliamentary Questions, media queries, FOI responses, Data Protection responses etc.
* Experience in developing and implementing standards, policies, procedures and guidelines as relevant to this role
* Experience of managing and working collaboratively cross functionally with multiple internal and external stakeholders, as relevant to this role
* Have the requisite knowledge and ability (including a high standard of suitability and management ability) for the proper discharge of the duties of the office.

**Health**A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.**Character**Each candidate for and any person holding the office must be of good character. |
| **Other requirements specific to the post** | Access to appropriate transport to fulfil the requirements of the role  |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**Demonstrates:* Knowledge of the HSE, the broader health service structure, HSE reform and the current key challenges and developments in the Health Service.
* Excellent knowledge and understanding of key HSE policies, strategies, legislation, and regulations as relevant to this role e.g., HSE National Financial Regulations, Sláintecare, FOI Acts and Data Protection legislation etc.
* Knowledge and understanding of financial management including ensuring value for money.

Knowledge of the issues, developments and current thinking in relation to best practice in service delivery and performance* Knowledge and experience of professional writing including experience of critically reviewing, proofing, and editing professional documents e.g., professional reports and/or Parliamentary Questions (PQs) and/or briefing papers etc.
* Knowledge and experience in managing staff including staff development
* Knowledge and experience of managing FOI and/or Data Protection responses and/or complaints management, as relevant to this role.
* Experience of critically review, proofing and editing professional writing
* Experience of data analysis and data interpretation including use of critical appraisal skills.
* Excellent ICT skills including use of MS Office suite and email.
* Knowledge of best practice in relation to project management
* Knowledge of HR policies and procedures

**Leadership, Direction and Team working skills** Demonstrates:* Effective leadership in a challenging environment including a track record of innovation/ improvements.
* The ability to lead, organise and motivate staff to function effectively in times of change.
* Champions measurement on delivery of results and is willing to take personal responsibility to initiate activities and drive objectives through to a conclusion.
* The ability to work with multi-disciplinary/multi-sectoral team members and stakeholders to facilitate high performance, developing and achieving clear and realistic objectives.
* Flexibility and adaptability to meet the requirements of the role.
* Motivation and an innovative approach to the job within a changing working environment.
* Ability to support, supervise, develop and empower staff in changing work practises in a challenging environment within existing resources.

**Managing and Delivering Results** (**Operational Excellence)**Demonstrates:* Excellent organisational and time management skills to meet objectives within agreed timeframes and achieve quality results
* A proven ability to prioritise, organise and schedule a wide variety of tasks and to manage competing demands and tight deadlines while consistently maintaining high standards and positive working relationships.
* The ability to work on a self-directed basis
* Strong evidence of excellent financial planning and expenditure management.
* Places strong emphasis on achieving high standards of excellence and measurement of performance.
* Adequately identifies, manages and reports on risk within area of responsibility
* The ability to improve efficiency within the working environment and the ability to evolve and adapt to a rapid changing environment
* A capacity to operate successfully in a challenging environment while adhering to various standards.
* Evidence of effective project planning and organisational skills including awareness of resource management and importance of value for money.
* Ability to take personal responsibility to initiate activities and drive objectives through to a conclusion

**Critical Analysis, Problem Solving and Decision Making**Demonstrates:* The ability to evaluate complex information from a variety of sources and make effective decisions
* A knowledge and application of evidence-based decision-making practices and methodologies.
* Excellent analytical skills to enable analysis, interpretation of data and data extraction from multiple data sources
* Significant experience in effective operational problem solving utilising an inclusive approach which fosters learning and self-reliance amongst teams
* Considers the impact of decisions before taking action.
* Makes timely decisions and stands by those decisions as required.
* A capacity to develop new proposals and put forward solutions to address problems in a timely manner.
* Effective problem solving in complex work environments

**Communication & Interpersonal Skills**Demonstrates:* Excellent interpersonal and communications skills to facilitate work with a wide range of stakeholders.
* The ability to present information clearly, concisely, and confidently in speaking and in writing, tailoring to meet the needs of the audience.
* Strong negotiation/influencing skills
* Excellent written communication skills including the ability to produce professional reports.
* Excellent presentation skills.
* The ability to interact in a professional manner with staff and other key stakeholders

**Personal Commitment and Motivation*** Be driven by a value system compatible with the Goals and Values of the HSE.
* Be capable of coping with competing demands without a diminution in performance.
* Demonstrate a core belief in and passion for the sustainable delivery of high-quality customer focused services.
* A vision in relation to what work changes are required to achieve immediate and long term organisational objectives.
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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 (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion**  | The HSE is an equal opportunities employer.Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience. The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated. The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long term health condition. For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <https://www.hse.ie/eng/staff/resources/diversity/>  |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).The CPSA is responsible for establishing the principles that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.The CPSA Code of Practice can be accessed via <https://www.cpsa.ie/>. |
| The reform programme outlined for the Health Services may impact on this role and as structures change the Job Specification may be reviewed.This Job Specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. |



**Grade VIII Business Manager**

**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 (as at 01/06/2024): €79,056 €79,766 €82,886 €86,018 €89,127 €92,248 €95,351New 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-2), 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-3).
* Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.
* Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.

**Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.  |
| **Ethics in Public Office 1995 and 2001*****Please refer to the latest*** [***HSE Pay scales***](https://healthservice.hse.ie/staff/pay/pay-scales/) ***website for the most recent and correct salary information.***  | Positions remunerated at or above the minimum point of the Grade VIII salary scale are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below:A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive Officer not later than 31st January in the following year.B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of the HSE and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive Officer. C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission’s website <https://www.sipo.ie/>. |

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

2 Structures and processes for effective [incident management](https://www2.healthservice.hse.ie/organisation/qps-incident-management/incident-management/) and review of incidents. [↑](#footnote-ref-2)
2. [↑](#footnote-ref-3)