

Grade V Executive Assistant

Office of the Chief Executive Officer

Job Specification & Terms and Conditions

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| **Job Title, Grade Code** | Grade V Executive Assistant*(Grade Code: 0566)***New Service Development**  |
| **Campaign Reference** | **NRS14403** |
| **Closing Date** | Monday 15th July 2023 at 12 Noon |
| **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** | There is currently one permanent whole--time vacancy available, based in Dr Steevens’ Hospital, Dublin 8.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 V, Executive Assistant 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 —* Performance of its functions,
* Achieving objectives in accordance with the corporate plan, and
* 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** | Reporting to the Business 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.  |
| **Purpose of the Post** | The post holder will provide comprehensive administrative and organisational support to the Office of the HSE Chief Executive Officer. |
| **Principal Duties and Responsibilities** | The post holder will provide administrative support to the Office of the Chief Executive Officer as follows:* Work with the team to provide high quality efficient and timely administrative support to the Chief Executive Officer
* Provide administrative support to senior team members as required.
* Assist in the management and associated filing / storage of documentation, including the use of paper filing, document management, emails archives, personnel and other filing systems.
* Maintain logs and records in accordance with the needs of the office
* Deal appropriately with correspondence received including letters from the public, representations from TD’s and Counsellors, regulatory bodies and legal correspondence, with a strong emphasis on quality communication.
* Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships
* Develop and maintain good working relationships with key stakeholders, both internal and external to the HSE
* Maintain confidentiality and a high level of professionalism, commensurate with the role
* Deal professionally, efficiently and respectfully with communications, phone calls, callers/visitors to the office and modify communication approach to suit situation or audience needs
* Transcribe correspondence and documents from dictation files including drafting, formatting and proofreading documentation.
* To ensure confidentiality of personal data at all times by being aware and compliant with the Data Protection Act and good practice standards
* Contribute to the development of policies and procedures as required
* Ensure accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility
* Assist with the preparation and management of documents/reports required for meetings and presentations
* Provide support to the FOI decision maker in the logging, processing, tracking and management of Freedom of Information requests in line with and adhering to legislative requirements, advising the FOI decision maker of any challenges encountered and actively work to resolve them
* Through SAP create purchase requisitions and purchase orders as required
* Pursue continuous professional development in order to develop management expertise and professional knowledge
* Take ownership of tasks and have the determination to see them through to a satisfactory conclusion
* Deputise for colleagues as required
* Ensure line management is kept informed of issues as they arise
* Undertake any other duties/tasks of a similar level and responsibilities as may

be required/assigned from time to time**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.
* Maintain own knowledge of relevant regulations and legislation e.g. Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts etc.
* 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.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility.

**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) 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 Irish. 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).*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**(b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.**Health**A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.**Character**Each candidate for and any person holding the office must be of good character.\* A list of ‘other statutory health agencies’ can be found:<https://www.gov.ie/en/organisation-information/9c9c03-bodies-under-the-aegis-of-the-department-of-health/?referrer=http://www.health.gov.ie/about-us/agencies-health-bodies/>. |
| **Post specific Requirements** | * Significant experience of working in a busy office environment with competing demands, including working to tight deadlines
* Experience of processing large volumes of data and using this information to prompt and aid decision making
* Experience in the creation of professional documents
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| **Other Requirements Specific to the post**  | * Have access to appropriate transport to fulfil the requirements of the role
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience*** Significant experience of writing letters, emails and general correspondence in a professional manner
* Knowledge of the health service and how it works including a knowledge of HSE reform
* Excellent MS Office skills to include, Word, Excel & PowerPoint **and** proficiency with Adobe professional
* Knowledge and experience of using an email system effectively e.g. Outlook
* Knowledge of IT based document management systems
* Excellent typing, and data input skills
* Strong ability to generate and present documents in a professional manner, including professional writing, editing and proof reading skills
* Understanding of legislation and HSE Guidance on Freedom of Information Legislation, Data Protection Acts
* Attention to detail
* High level of organisational skills and experience processing large volumes of information
* The ability to work in line with relevant policies and procedures
* Commitment to developing own professional knowledge and expertise

**Planning and Managing Resources*** Demonstrate the ability to effectively plan and manage own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met.
* The ability to manage deadlines and effectively handle multiple tasks.
* The ability to manage within allocated resources and a capacity to respond to changes in a plan.
* Maintains an awareness of value for money.

**Commitment to a Quality Service*** Demonstrate an awareness and appreciation of the service user and a strong commitment to providing a quality service.
* Embraces and promotes the change agenda; demonstrates flexibility and initiative including the ability to adapt to and implement change.
* Supports team through service improvement / change processes.

**Evaluating Information, Problem Solving & Decision Making** * Demonstrate numeracy skills, an ability to analyse and evaluate information and make effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management.
* Demonstrate initiative in the resolution of issues arising / problem solving and proactively develop new proposals and recommend solutions.
* Makes decisions and solves problems in a timely manner before they accumulate.

**Team working*** Demonstrate the ability to work on own initiative as well as part of a team, promoting a positive team spirit.
* Demonstrate leadership potential, the ability to manage the performance of others and support staff development.
* Works as part of the team to establish a shared sense of purpose and unity.

**Communications & Interpersonal Skills*** Demonstrate excellent communication and interpersonal skills including the ability to present (verbal & written) information in a clear and concise manner.
* Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders.
* Treats others with dignity and respect.
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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 V Executive Assistant

Terms and Conditions of Employment

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| Tenure | The current vacancy available is permanent and whole time.The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage. Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013.. |
| **Remuneration** | The salary scale for the post is (01/06/2024): €49,702 €51,192 €52,708 €54,258 €55,816 €**57,635** €**59,457 LSIs**New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, local authorities, health service and other public service bodies and statutory agencies. |
| **Working Week** | The standard working week applying to the post is to be confirmed at Job Offer stage.HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **Annual Leave** | The annual leave associated with the post will be confirmed at contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004. |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.***\* Public Servants not affected by this legislation:***Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/). |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| Health & Safety | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS). Key responsibilities include:* Developing a SSSS for the department/service[[1]](#footnote-1), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work.
* Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection.
* Consulting and communicating with staff and safety representatives on OSH matters.
* Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee.
* Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2).
* Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.
* Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.

Note: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.  |

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

2 Structures and processes for effective [incident management](https://www2.healthservice.hse.ie/organisation/qps-incident-management/incident-management/) and review of incidents. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)