**Grade VIII, Payroll Services Hub Manager**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade VIII, Payroll Services Hub Manager *(Grade Code:0655)* |
| **Campaign Reference** | NRS14614 |
| **Closing Date** | **Thursday, 6th February 2025 at 12 noon** |
| **Proposed Interview Date (s)** | Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage.  |
| **Location of Post** | Finance Shared Services, National Finance DivisionThere are currently four permanent whole-time vacancies available.The location of these posts will be in: **Kells** – FSS Payroll Operations, Midlands East, Kells**Kilkenny** – FSS Payroll Operations, South, Kilkenny **Galway** – FSS Payroll Operations, West, Galway**Cork** – FSS National Services, Cork The Head of HSE Payroll is open to engagement as regards the expected level of on-site attendance at the above relevant location, in the context of the requirements of this role and the HSE’s Blended Working Policy.A panel may be formed as a result of this campaign for **Grade VIII, Payroll Services Hub Manager, Finance Shared Services, National Finance Division** from which current and future, permanent and specified purpose vacancies of full-time duration may be filled. |
| **Informal Enquiries** | Hilary Walsh, Interim Head of Payroll**Email:** Hilary.walsh@hse.ie**Mobile:** 087 2628157 |
| **Details of Service** | Finance Shared Services (FSS), National Finance Division (NFD) carries full operational accountability and responsibility for the delivery of a large range of support functions to the health system with the core objective of delivering these services efficiently and of a high standard thus allowing frontline services to focus on patient care delivery.Finance Shared Services provide key financial and business services to our customers across the HSE. We are also a key stakeholder in both the Finance & Procurement (IFMS), and HR & Payroll (NiSRP) Reform Programmes, which will standardise our systems and processes, and transform our ways of working.The aim of Finance Shared Services, NFD is to deliver a customer-focused finance shared service to support frontline health service delivery in line with the Strategy. The ten main functions within Finance Shared Services, NFD are Payroll Services, Payment Services, General Accounting, Financial Reporting, Business Support Services, Income Services, FSS Project Office - IFMS (Integrated Financial Management System) Project Team, Business Relationship Management (BRM), Finance Master Data Unit (FMDU) and Material Data Unit (MDU).The following key objectives of Finance Shared Services (FSS) are to deliver:* The optimum in cost-effective, high-quality services.
* Demonstrate improvement in quality and timeliness of financial information with a customer focus.
* Drive centralised, standardised, and consistent processes, which are cost efficient and compliant with policies, legislation, and National Financial Regulations.
* Delivering economies of scale.
* Freeing capacity to support front-line clinical activities.

The overall aim of the Payroll Departments in Payroll Operations is to pay staff including retired staff promptly, based on instruction received in accordance with the returns submitted & information received. An on-going / future development is the delivery of a standardised HR Payroll process in a shared services environment to facilitate the delivery of the HR Payroll strategy.Please refer to map below indicating payroll areas. |
| **Reporting Relationship** | The post holder will report directly to the Head of HSE Payroll, National Payroll, Finance Shared Services, National Finance Division. |
| **Key Working Relationships** | In executing the duties of this role, the successful applicant will work with the following key working relationships: * HSE Payroll Managers, FSS, NFD
* Business Support Services, FSS, NFD
* Services Users e.g. Health Regions, Corporate Services
* All NFD FSS Functions
* National Payroll colleagues
* C & AG (External) & Internal Audit
* Corporate HR, National Employee Relations (NERS), NRS & Finance - HR/IR Contact
* Dept. of Social Protection (DSP)
* Revenue Commissioners
* SAP CoE
* HSE Standards and Compliance and Finance Governance and Compliance team
* HR Pay Compliance Unit - HRPCU
* NiSRP programme
* HR Shared Services National Personal Administration (NPA) team
* National Pensions Management (NPM)
* HSE Tax Department
* Banking/HSE Treasury
* Government Departments
* External Payroll Processing Companies e.g. Zellis
* Trade Unions
* Solicitors
* Personal Injuries Assessment Board (PIAB)
* Insurance Companies
* Parliamentary Affairs – PQ’s
* Customer Affairs/ HSE FOI Offices – Data Protection, FOI Requests, Protected Disclosures
* Press Office – Media Queries
* Internal Communications – Media, Communications
* Or any other Stakeholder Engagement applicable

The above list is not intended to be a comprehensive list of the key working relationships.  |
| **Purpose of the Post**  | The Grade VIII, Payroll Services Hub Manager will provide senior leadership and management capacity to lead the implementation and operation of the HSE Payroll Services Target Operating Model. Overall, the post holder will have responsibility for the Health Sector payroll.  |
| **Principal Duties and Responsibilities** | *The Grade VIII, Payroll Services Hub Manager will:** Provide leadership and support in the implementation of the National Payroll Strategy.
* Establish the HSE Payroll Services Target Operating Model (TOM) in their respective Payroll Hub.
* On appointment, the post holder will have overall operational control of their respective FSS Payroll Area, providing leadership, oversight and management support of payroll activities in line with relevant laws, policies, procedures and guidelines. This includes HSE National Financial Regulations, statutory regulations, audit recommendations, payment schedules, employment law i.e. Payment of Wages Act and DOH/DPER & HR circulars.
* Deliver and maintain services within approved budgetary and WTE staffing limits.
* Developing and maintaining standardised processes with a requirement to create, test and deliver SOPs and checklists.
* Support and encourage implementation of process efficiencies and automation.
* Support other FSS Payroll Services Managers, aligning resources and tasks to ensure the agreed Target Operating Model and services are delivered and maintained.
* Support the Head of HSE Payroll in the delivery of national objectives and deliverables.
* Engaging and collaborating with multiple key stakeholders, developing positive working relationships with both internal and external customers, government departments and external services providers.
* Provide support and guidance for the rollout of the fully integrated SAP HR and Payroll solution.
* Provide strong leadership and support to staff in the operation of services.
* Managing and maintaining a high performing team on an ongoing basis.
* Designing, implementing, and monitoring required controls and checks in the end-to-end payroll process.
* Promote and participate in the implementation of change.
* Participate in and lead project working groups.
* Ensure agreed service levels are delivered and maintained in line with the Customer Relationship Model (CRM) defined and Service Level Agreements (SLAs) in place.
* Deal with IR Issues as they arise
* Manage the Recruitment & HR Process Support for your area of responsibility.
* Provide data to relevant FOI’s, PQ’s & Media Requests as required.
* Provide support to the Payroll Compliance, Audit and Risk Management manager and team in the achievement of their goals.
* Provide support to the Payroll Operations Standardisation and Support manager and team in the achievement of their goals.
* Provide support to the Stakeholder Engagement and Operational Excellence manager and team in the achievement of their goals.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Ensure that policy documentation is safely stored, managed, and made available to relevant staff.
* Managing day-to-day issues within the payroll team and acting as the first point of escalation for team managers within the payroll function on a daily basis. Further, taking responsibility for issue escalation through the issue resolution framework as and when deemed appropriate and liaising with the appropriate persons to resolve operational issues as quickly as possible
* Act on behalf of HSE Payroll and Finance Shared Services as necessary.
* Act as spokesperson for the Organisation as required.
* Deputise for the Head of HSE Payroll.
* Provide cover for other Payroll leadership team members as required.

**General** * 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
* 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.
* 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 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 senior management experience of working in Payroll services. This should include experience in a high-volume transaction-processing environment.
* Significant experience working with SAP Payroll or other ERP payroll software equivalent.
* Significant experience of initiating and delivering change in a complex environment, including experience in introducing new technologies and efficiencies.
* Track record of managing and working collaboratively with multiple internal and external stakeholders.
* Significant experience in a leadership, team management and development 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** | * A flexible approach to working hours is required in order to ensure deadlines are met.
* Access to appropriate transport to fulfil the requirements of the role as the post may involve travel to other locations.
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**Demonstrate:* Knowledge of the Payroll Function
* A working knowledge of relevant IT systems. **e.g.**  SAP, ResourceLink, CIF, etc.
* Knowledge of statutory regulations within the payroll function
* Experience of leading and managing a team
* Excellent IT skills, including Advanced MS Office skills
* The ability to work in line and ensure compliance to relevant laws, policies, procedures, guidelines, schedules, etc.
* Knowledge of dealing with FOI’s, PQ’s & Media queries
* Knowledge of dealing with budgets
* Knowledge of Business Relationship Management (BRM)/Customer Relationship Management (CRM) & Service Level Management
* Experience of Stakeholder Engagement
* Knowledge & Experience of HR i.e. HR Link/Dealing with IR Issues
* Experience in Recruitment & HR Process Support
* Experience in Communications
* Experience in providing a Quality Service

**Managing and Delivering Results (Operational Excellence)** * 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
* Evidence of effective project planning and organisational skills including an awareness of resource management and the importance of value for money
* Strong evidence of excellent financial planning and expenditure management
* The ability to seek and seize opportunities that are beneficial to achieving organisation goals and strives to improve service delivery
* 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
* Ability to take personal responsibility to initiate activities and drive objectives through to a conclusion
* Adequately identifies, manages and reports on risk within area of responsibility

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

**Leadership, Direction and Teamworking Skills** * Effective leadership in a challenging and busy environment including a track record of innovation / improvements
* Ability to lead, organise and motivate teams to the confident delivery of excellent services and service outcomes
* Ability to support, supervise, develop and empower staff in changing work practises in a challenging environment within existing resources
* Champions measurement on delivery of results and is willing to take personal responsibility to initiate activities and drive objectives through to a conclusion
* Motivation and an innovative approach to the job within a changing working environment
* Evidence of being a positive agent of change and performance improvement
* Flexibility and adaptability to meet the requirements of the role
* Experience of working as part of a team with a mixed programme of work, and moving with ease between concurrent projects
* Ability to work with multi-disciplinary team members and other stakeholders to facilitate high performance, developing and achieving clear and realistic objectives
* An ability to influence and negotiate effectively in furthering the objectives of the role

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

**Personal Commitment and Motivation*** A vision in relation to what work changes are required to achieve immediate and long term organisational objectives
* Be driven by a value system compatible with the aims and ethos of the HSE
* Demonstrate a core belief in and passion for the sustainable delivery of high quality service-user focused services
* Be capable of coping with competing demands without a diminution in performance
* Is personally committed and motivated for the complex role of Grade VIII, Payroll Services Hub Manager
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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 progressing 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. Read more about the HSE’s commitment to [Diversity, Equality and Inclusion](https://www.hse.ie/eng/staff/resources/diversity/diversity.html)  |
| **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.Read the [CPSA Code of Practice](https://www.cpsa.ie/pdf/?file=https://assets.cpsa.ie/media/275828/b88e3648-c663-4293-9471-d2d75bd1d685.pdf).  |
| 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, Payroll Services Hub Manager**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancies available are **permanent** and **whole time.** The posts are 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 01/10/2024)€79,847, €80,564, €83,715, €86,878, €90,018, €93,170, €96,305New 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 of 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.   |
| **Ethics in Public Office 1995 and 2001** | 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-1)
2. [↑](#footnote-ref-2)