****

**Grade VII, Senior Business / Workforce Intelligence and Data Analyst**

**Strategic Workforce Planning & Intelligence**

**National Human Resources Division**

**Job Specification & Terms and Conditions**

|  |  |
| --- | --- |
| **Job Title, Grade Code** | Grade VII, Senior Business / Workforce Intelligence and Data Analyst, Strategic Workforce Planning & Intelligence*(Grade Code: 0582)* |
| **Campaign Reference** | SWPI2403 |
| **Closing Date** | Monday 25th November 2024 at 12 noon |
| **Proposed Interview Date (s)** | It is expected that interviews will be held on Thursday 5th and Friday 6th December 2024. The interviews will be held in person. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | **Strategic Workforce Planning and Intelligence Unit, National Human Resources Division** There are currently two permanent and whole-time vacancies available with **the Strategic Workforce Planning & Intelligence team.**The base location for these posts will be either **Dr Steevens’ Hospital**, Dublin 8, **Swords Business Campus**, Balheary Road, Swords, Co. Dublin or **Oak House**, Millennium Park, Naas, Co Kildare – to be agreed with the successful candidate.A panel may be formed as a result of this campaign for **Grade VII, Senior Business / Workforce Intelligence and Data Analyst, Strategic Workforce Planning and Intelligence, National Human Resources Division** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.  |
| **Informal Enquiries** | Des Williams, General Manager, Strategic Workforce Planning & IntelligenceEmail: des.williams@hse.ieOrDean Grennan, Grade VIII, Strategic Workforce Planning & IntelligenceEmail: dean.grennan@hse.ie  |
| **Details of Service** | The **Strategic Workforce Planning & Intelligence Unit** was established in 2017, following the publication of the National Strategic Framework for Health and Social Care Workforce Planning “Working Together for Health”, DOH 2017. The Unit is tasked with the provision of high quality data and intelligence to facilitate strategic and organisational workforce planning, in support of the work of the Health Regions. The Unit sits within the National HR Division and the work of the Unit necessitates it to engage and liaise both cross-divisionally within the HSE and cross sectorally with various government departments and public bodies including the Department of Health (DOH), the Department of Children, Equality, Disability, Integration and Youth (DCEDIY), the Department of Public Expenditure & Reform, the Higher Education Authority, the Economic and Social Research Institute and others regarding Government policy on health service employment levels and workforce planning.The Strategic Workforce Planning and Intelligence Unit comprises five teams as follows:1. Employment Monitoring and Reporting
2. Workforce Intelligence and Analytics
3. HR Integration
4. Senior Manager and Administration posts
5. Strategic Workforce Planning

For more information on SWPI please go to <https://www.hse.ie/eng/staff/resources/our-workforce/> |
| **Reporting Relationship** | The post holder will report to the relevant manager in the Strategic Workforce Planning & Intelligence team or other designated senior officer.  |
| **Key Working Relationships** | The post holder will work closely with other members of the SWP&I team, colleagues in National HR and staff within services. They will also develop working relationships with external organisations such as the Department of Health and others as required. |
| **Purpose of the Post**  | The post holder will support the Strategic Workforce Planning and Intelligence Unit to fulfil its role as outlined in the National Strategic Framework for Health and Social Care Workforce Planning (DoH 2017) [bb9d696ba47945e6b065512356fcb6c3.pdf (assets.gov.ie)](https://assets.gov.ie/10183/bb9d696ba47945e6b065512356fcb6c3.pdf) and the HSE Health Services People Strategy 2019 – 2024 [Health Services People Strategy 2019-2024 - Leaders in People Services](https://www.hse.ie/eng/staff/resources/hrstrategiesreports/health-services-people-strategy-2019-2024-final-working-draft1.pdf) The post holder will support the further development of new and existing key business / workforce systems within the Strategic Workforce Planning and Intelligence Unit. The post holder will be assigned to specific Strategic Workforce Planning & Intelligence work streams and will be expected to lead the work of these projects. The post holder will have a high level of technical and analytical expertise to support and complement the Strategic Workforce Planning & Intelligence team.The post holder will be a pivotal figure in harvesting people data from multiple systems and amalgamating diverse datasets to a single, accessible location for use by multiple stakeholders. They will be responsible for ensuring data integrity, accessibility and that it is presented in a comprehensible format for relevant stakeholders. In addition, the post holder will employ business intelligence tools and fostering a culture of continuous improvement in data driven decision making.  |
| **Principle Duties and Responsibilities** | The position of Grade VII encompasses a range of managerial and administrative responsibilities, which include but are not limited to the following:**Business / Workforce Intelligence and analysis*** Lead projects for the implementation of business intelligence tools and platforms to support the work of the Strategic Workforce Planning and Intelligence team, in accordance with relevant HSE project methodologies and processes
* Develop and implement BI strategies to support the work of the SWP&I leadership team and other relevant internal stakeholders
* Participate or lead on data intelligence and workforce projects.
* Provide expertise and support to internal teams, management and external stakeholders.
* Actively support the team’s work with relevant internal and external stakeholders and organisations to develop relevant reports including visualization of data using existing and new systems and other strategic decision making tools
* Work in collaboration with stakeholders to ensure the timely delivery of accurate and insightful reports and associated analysis
* Prepare draft documents, briefing papers, infographics, presentations and reports, as relevant to the role
* Determine and ensure the application of optimum methodologies for retrieving and analysing current and historical data
* Develop supporting documentation for business intelligence projects including flowcharts, database diagrams, data definitions, project specifications and user manuals
* Establish and maintain robust data governance and quality assurance and control practices to uphold the integrity and reliability of organisational data
* Research emerging technologies, architectures, service models and products to determine their suitability for adoption by National HR
* Cultivate strong relationships with internal and external stakeholders to understand their data needs, documenting requirements and formulating delivery plans to meet their requirements
* Understand and contribute to scenario based planning to assist with strategic analysis and decision making
* Support the monitoring of national workforce plans against the current employment position
* Contribute to the response to ad hoc workforce information requests, in a timely manner.

**Human Resources and Supervision of Staff*** Line manage staff within own remit, as required
* Plan work to ensure an even distribution of workload in the team assigned, if relevant
* Supervise other team members, enabling them to carry out their responsibilities and ensuring appropriate delegation of responsibility and authority, if relevant
* Review the conduct and completion of assignments of staff in accordance with the operational plan and against expected quality standards, if relevant
* Create and maintain a positive working environment among staff members, supporting and enhancing effective working relationships
* Promote co-operation and working in harmony with other teams and disciplines
* Manage the performance of staff within own remit, dealing with underperformance in a timely and constructive manner, if relevant
* Engage in the HSE Performance Achievement process
* Identify the training and development needs of staff and agree plans to meet those development needs, if relevant
* Pursue continuous professional development in order to develop expertise and professional knowledge relating to our area of work
* Provide cover to staff colleagues during periods of leave or absence
* Deputise for senior managers, when required

**Service Delivery and Improvement*** Contribute to the on-going development and improvement of the SWP&I team
* Support Slaintecare reform and implement agreed changes, as required
* Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring team knows how to action required changes
* Support colleagues through change processes
* Proactively identify inequities and inefficiencies in service administration and implement solutions to improve service delivery, in line with legislation and benchmarking against best practice structures
* Develop and maintain good working relationships with key stakeholders
* Maintain confidentiality and a high level of professionalism

**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, 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 him / her from time to time and to contribute to the development of the post while in office.**  |
| **Eligibility Criteria****Qualifications and/ or experience** | **An External Recruitment Campaign has been approved****Candidates must have at the latest date of application:**1. **Hold a qualification at Level 6 or above** on the National Framework of Qualifications, (NFQ) in business intelligence, data analysis or closely related area.

**AND**1. Depth and breadth of experience of building datasets, dashboards, and reporting tools, as relevant to this role.

**AND**1. Depth and breadth of experience of using Microsoft Power BI and/or other similar visualisation software, as relevant to this role.

**AND**1. Have 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. |
| **Post Specific Requirements** | N/a |
| **Other requirements specific to the post** | * Flexible approach required as some out of hours working may be required.
 |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience***Demonstrates:** Knowledge of the health service including a good knowledge of HSE reform
* Knowledge and understanding of healthcare workforce and workforce planning
* Extensive experience analysing, designing, and building Business Intelligence solutions in a fast paced development environment
* Knowledge of big data management to produce data visualisation and data access solutions
* Experience of using specialist Microsoft Power BI, visualisation tools
* Experience of collaborating with stakeholders to understand their requirements and develop data solutions and reports that provide complex data in an easy-to-use and understand format
* Experience of designing, deploying, and bringing into operation personalised people data solutions
* Experience in project management
* Knowledge of best practices for ensuring data accuracy, integrity, and security
* High levels of numeracy and the ability to develop, manage, interrogate, interpret and report on complex datasets to inform and direct decision making
* Good professional writing skills and with the ability to produce professional documents to publishable standards.

**Planning, Organising and Delivery of Results***Demonstrates:** The ability to successfully manage a range of different projects and work activities concurrently, utilising computer technology effectively and assigning work to others as appropriate to meet strict deadlines
* The ability to proactively identify areas for improvement and to develop practical solutions for their implementation
* The ability to embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring the team knows how to action changes
* The ability to use resources effectively, challenging processes to improve efficiencies where appropriate

**Evaluating Information, Problem Solving & Decision Making***Demonstrates:** Excellent analytical, problem solving and decision making skills
* The ability to quickly grasp and understand complex issues and the impact on service delivery
* The ability to confidently explain the rationale behind decision when faced with opposition
* Ability to make sound decisions with a well-reasoned rationale and to stand by these
* Initiative in the resolution of complex issues

**Building and Maintaining Relationships including Teamwork & Leadership Skills****Demonstrates:*** The ability to build and maintain 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

**Communications & Interpersonal Skills***Demonstrates:** Effective verbal communication skills, delivering complex information clearly, concisely and confidently
* Excellent written communication skills including strong report writing and presentation skills
* Excellent communication and interpersonal skills in order to deal effectively with a wide range of stakeholders.

**Commitment to a Quality Service***Demonstrates:** Evidence of incorporating the needs of the service user into service delivery
* 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
* Evidence of setting high standards of performance for self and others, ensuring accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility
* A high level of initiative, taking ownership of projects and demonstrating high levels of efficiency
 |
| **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 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 <https://www.hse.ie/eng/staff/jobs> in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on <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 VII, Senior Business / Workforce Intelligence and Data Analyst**

**Strategic Workforce Planning & Intelligence,**

**National Human Resources Division**

**Terms and Conditions of Employment**

|  |  |
| --- | --- |
| **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 01/10/2024)€58,254 - €59,676 - €61,339 - €63,008 - €64,682 - €66,177 - €67,700 - €69,182 -€70,654 - **€73,186 - €75,728 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 the National Health and Safety Function, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/>

2 See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)