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|  | Rannóg AD/CF  Oibríochtaí Gnó  Teicneolaíocht agus Trasfhoirmiú  FSS, Ospidéal Dr. Steevens  Baile Átha Cliath 8, D08 W2A8 | HR/ER Department, Business Operations, Technology and Transformation  Dr. Steevens’ Hospital,  Dublin 8, D08 W2A8  HR/ER Department, Business Operations, Technology and Transformation  ,Dr. Steevens’ Hospital,  Dublin 8, D08 W2A8 |

**Grade VI** **Senior RPA Developer**

**AI and Automation** **Centre of Excellence**

**Chief Data & Analytics Office**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | Grade VI - Senior RPA Developer, AI and Automation Centre of Excellence, Chief Data & Analytics Office  *(Grade Code - 0574)* |
| **Remuneration** | The Salary scale for the post is**: Grade VI**  €55,644 €56,971 €58,589 €61,629 €63,447 €65,711 €67,981 LSIs **(01.10.2024)**  **New appointees** to any grade start at the minimum point of the scale.  Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011).  Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Campaign Reference** | T&T/05/25 |
| **Closing Date** | **12 noon, Friday 7th March, 2025** |
| **Proposed Interview Date (s)** | TBC |
| **Taking up Appointment** | A start date will be indicated at job offer stage |
| **Organisational Area** | AI and Automation Centre of Excellence (CoE), Technology and Transformation |
| **Location of Post** | The line manager is open to engagement in respect of flexibility around location subject to reaching agreement on a minimum level of availability to attend meetings in other nationwide locations as appropriate to carry out the functions of the post.  Technology & Transformation currently has several offices throughout Ireland and it is expected that the successful candidate will work from one of these locations.   * Dr. Steevens’ Hospital, Dublin   *Ospidéal Dr Steevens’, Baile Átha Cliath*   * Bective Street, Kells, Meath   *Sráid Bheigthí, Ceanannas, Co na Mí*   * Feehily’s Business Centre, Duck Street, Sligo   *Ionad Gnó Uí Fhithcheallaigh, Sráid na Lachan, Sligeach*   * Aras Slainte Chluainin, Manorhamilton, Leitrim   *Aras Slainte Chluainín, Manorhamilton, Leitrim*   * Áras Sláinte, Wilton Road, Cork   *Áras Sláinte, Bóthar Wilton, Corcaigh*   * Dublin Road, Lacken, Kilkenny   *Bóthar Bhaile Átha Cliath, Cill Chainnigh*   * Merlin Park Hospital, Galway   *Ospidéal Pháirc Mheirlinne, Gaillimh*   * Catherine Street, Limerick   *Sráid Catherine, Luimneach*   * Scott Building Midlands Regional Hospital, Arden Road, Tullamore, Offaly   *Ospidéal Réigiúnach Lár na Tíre, Tulach Mhor, Uíbh Fhailí*   * Southgate Shopping Centre, Colpe Cross, Drogheda, Meath   *Ionad Siopadoireachta Southgate, Crois Cholpa, Droichead Átha, Co. na Mí*   * University Hospital Kerry, Tralee, Kerry   *Ospidéal Ollscoile Ciarraí, Trá Lí, Ciarraí*   * Hale Street, Ardee, Louth   *Shráid Héil, Bhaile Átha Fhirdhia, Có Lú*  Opportunities may arise at other locations in the future. A panel may be formed from which future Senior RPA Developer vacancies will be filled within the AI and Automation CoE  . |
| **Informal Enquiries** | Campaign Lead: Erica Byrne  Email: Erica.byrne@hse.ie  Tel No: 0870653971 |
| **Details of Service** | Technology & Transformation is the HSE office responsible for the delivery of technology to support healthcare across Ireland. Technology & Transformation embraces all voice, video and data communications technologies and provides one central management point for all purchases of hardware, software, telecommunications, ICT developments and advisory services.  Technology & Transformation is also responsible for implementing the Digital for Care Framework, ensuring that technology supports healthcare efficiently and effectively throughout the whole system. The core of Digital for Care is to bring improved population wellbeing, health service efficiencies and economic opportunity through the use of technology enabled healthcare provision.  [Digital for Care 2030](https://www.ehealthireland.ie/technology-and-transformation-functions/digital-for-care-2030/digital-for-care-2030-overview/) is the Framework under which all digital health solutions for the HSE are co-ordinated, streamlined and implemented.  It provides a strategic and innovative plan to advance key Slaintecáre programmes and deliver integrated care that is fully aligned with the Health Regions structure.  These programmes are critical in setting the future policy direction under Digital for Care, for considering opportunities offered by current and emerging technologies, and are fundamental in the delivery of digital health transformation in Ireland.  The AI and Automation CoE is responsible for delivering and managing Robotic Process Automation (RPA) solutions across the public health sector. The AI and Automation CoE manages and maintains the central HSE RPA platform and provides a range of additional advisory and enabling services through a shared service offering to support the deployment of RPA-based automation solutions.  A core objective of the AI and Automation CoE is to design, deploy and manage process automation robotics at scale across the public health sector, with the mandate to increase capacity, improve operational efficiency and enhance patient and employee experiences.  Where applicable, the AI and Automation CoE will provide advice and support on establishing Local RPA Delivery Hubs where there is a preference to locally develop and maintain RPA robots locally but delivered from the central HSE RPA platform. As such, a hybrid model is in place that ensures central management and delivery but enables federated delivery. |
| **Reporting Relationship** | RPA Solution Architect, AI and Automation CoE |
| **Purpose of the Post** | The Senior RPA Developer is responsible for the development, deployment, and monitoring of automations built by the AI and Automation CoE and hosted in the central RPA platform and for providing guidance on same delivered within Local RPA Delivery Hubs.  The post role holder will:   * Support the capability and professional development of the AI and Automation CoE function * Work closely with AI and Automation CoE colleagues and customers to translate business requirements into redesigned automated processes, ensuring that the delivered solutions meet our needs of our business partners * Will work within a technical team of RPA developers and operations staff to ensure the day-to-day performance of the RPA technical platform and robot activities. * Will assist with ensuring compliance at all levels with defined HSE RPA methodologies for delivery, development, test, quality assurance and performance measurement |
| **Principal Duties and Responsibilities** | **Principal Duties & Responsibilities include:**  **RPA Development**   * Senior role in the development, deployment, and monitoring of automations delivered by the AI and Automation CoE * Ongoing oversight of process automation activities * Ensure bots are running and performing to pre-defined schedule * Provide support for incident management and change management activities * Support Local Delivery Hubs during solution development stage * Develop program specs and detailed design docs * Provide technical direction to junior developers * Demonstrate capabilities to perform team leader functions * Maintain and enforce coding standards and perform code reviews   **Release Management**   * RPA release management process owner * Develop and maintain build and release procedures * Plan and manage all release activities * Manage risks associated with releases * Enforce compliance with release management and change control process * Conduct release readiness reviews   **Change and Incident Management**   * Develop the training plan and approach, and develop and deliver the supporting curriculum for junior developers * Understand the level of people readiness for RPA and measure impact post deployment * Triage, investigate and resolve reported incidents * Partake in the hypercare process when it is required to be led by the CoE * Curate, manage and respond to business area change requests * Complete change request business cases where required * Assess current state organisational design and update to reflect new target vision * Map future state processes to a capability model and identify gaps for remediation * Create change management strategy and plan, to cover leadership alignment, stakeholder management, communications, organisation roles and responsibilities and education and training * Design aspirational culture and work with the business to transition   **Change Management**   * Implement stringent change management procedures in respect of RPA technology solutions.   **Administration**   * Contribute to service plans for own area and implement service plan objectives within own area. * Maintain a good understanding of internal and external factors that can affect service delivery including awareness of national and local issues that impact on own area. * Maintain relationships with key stakeholders to gather support for new initiatives. * Promote co-operation and working in harmony with other teams and disciplines.   **Standards, policies, procedures & legislation**   * Contribute to the development of policies and procedures for own area. * 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. Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts etc. * Maintain a broad knowledge of policies and procedures of the organisation. * Pursue continuous professional development in order to develop management expertise and professional knowledge. * To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.   **The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | ***This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies\*, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement -161867***  \*A list of ‘other statutory health agencies’ can be found [[here](http://health.gov.ie/about-us/agencies-health-bodies/).](http://health.gov.ie/about-us/agencies-health-bodies/)  [247584\_c223c6e7-2d32-4ace-923d-4b263ec7df07.xlsx](https://assets.gov.ie/247584/c223c6e7-2d32-4ace-923d-4b263ec7df07.xlsx)   1. **Eligible applicants will be those who on the closing date for the competition:**   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**  Have obtained a pass (Grade D) in at least five subjects from the approved list of subjects in the Department of Education Leaving Certificate Examination, including Mathematics and English or Irish1. Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.  **Or**  Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.  **Or**  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.  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.  **Age**  Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation Act, 2004). A candidate who is not classified as a new entrant must be under 68 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs  . |
| **Post Specific Requirements** | **Applicants must, at the latest date of application, clearly demonstrate, all of the criteria listed below as relevant to the role:**   * Proven experience as lead RPA Developer on at least two large scale robotic automation projects. Experience of working with UiPath software is a distinct advantage. * Ability to analyse and understand business problems and translate requirements from detailed design documents * Significant experience in liaising with cross functional teams and third-party vendors in providing support for complex ICT systems. |
| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role as this post will involve travel. * Flexibility, as some out of hours working may be required * The successful candidate must undertake formal training in advanced RPA development within 6 months of commencement date. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**  **Demonstrate:**   * Knowledge and experience in the delivery and management of ICT projects * Significant knowledge and experience of coding, testing and debugging complex RPA projects * Knowledge and understanding of cloud computing, hosting and software licensing. * Knowledge and experience of working to deadlines on ICT related projects. * Strong ICT and report writing skills. * An awareness of the HSE’s Digital Health Strategic Implementation Roadmap, Digital for Care 2030 and of Slaintecare   **Communication and Interpersonal Skills**  **Demonstrate:**   * Excellent communication and interpersonal skills with an ability to engage effectively with a wide range of stakeholders * The ability to present information clearly, concisely and confidently when speaking and in writing tailoring to meet the needs of the audience * The ability to build and maintain relationships with colleagues and other stakeholders to assist in performing the role     **Team and Leadership Skills**  **Demonstrate:**   * Experience in managing own and other’s workload * Experience of working as part of a team with a mixed programme of work, and moving with ease between concurrent projects * The ability to work with multi-disciplinary team members and stakeholders to facilitate high performance, developing and achieving clear and realistic objectives * The ability to lead by example, coaching and supporting individuals as required * The ability to address performance issues as they arise * Flexibility and willingness to adapt, positively contributing to the implementation of change   **Evaluating Information, Problem Solving & Decision Making**  **Demonstrate:**   * Effective problem-solving capacity in complex work environments * The ability to quickly grasp and understand complex issues and the impact on service delivery * The ability to gather and analyse information from relevant sources, weighing up a range of critical factors to develop solutions and make decisions as appropriate * The ability to make sound decisions with a well-reasoned rationale and to stand by these * A capacity to develop new proposals and put forward solutions to address problems in a timely manner   **Planning and Organising Skills**  **Demonstrate:**   * The ability to implement and manage change and business processes * The ability to manage deadlines and effectively handle multiple tasks within a busy environment * Strong planning and organising skills including awareness of resource management and the importance of value for money * The ability to use computer technology effectively for the management and delivery of results * The ability to take responsibility and be accountable for the delivery of agreed objectives * A logical and pragmatic approach to workload, delivering the best possible results with the resources available |
| **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.  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 HSE will run this campaign 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 review process is available in the document posted with each vacancy entitled “Code of Practice, Information for Candidates”.  Codes of practice are published by the CPSA and are available on [www.hse.ie/eng/staff/jobs](http://www.hse.ie/eng/staff/jobs) in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on [www.cpsa.ie](http://www.cpsa.ie). |
| The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.  This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. | |



**Grade VI Senior RPA Developer**

**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 Appointment) Act 2004. |
| **Working Week** | The standard working week applying to the post is 35 hours.  HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **Annual Leave** | The annual leave associated with the post will be confirmed at job offer stage |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.  ***\* Public Servants not affected by this legislation:***  Public servants recruited between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.  Public servants recruited since 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation Protection** | 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/H&S web-pages [↑](#footnote-ref-1)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-2)