

Business Operations, HR Team  
Technology & Transformation

HSE, Dr. Steevens’ Hospital,

Dublin 8, D08 W2A8

**Oibríochtaí Gnó, Foireann**

**Teicneolaíocht** FSS, Ospidéal

Dr. Steevens’,

Baile Átha Cliath 8, D08 W2A8

**Grade VIII – SAP CoE Business Delivery Manager Order to Cash**

**SAP Centre of Excellence (SAP CoE),**

**Technology & Transformation**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **Grade VIII SAP CoE – Business Delivery Manager Order to Cash**  Grade Code 0655 |
| **Campaign Reference** | T&T/11/24 |
| **Closing Date** | Friday 12th July 2024 at 12 Noon |
| **Proposed Interview Date (s)** | TBC |
| **Taking up Appointment** | A start date will be indicated at job offer stage |
| **Organisational Area** | Technology & Transformation |
| **Location of Post** | SAP Centre of Excellence (CoE), Technology & Transformation.  **Please note this role is being offered for a Fixed-Term 2-year contract.**  SAP CoE, staff are currently located in Sligo, Dublin, Limerick, Letterkenny, Galway and Mullingar.  The Assistant National Director, SAP Centre of Excellence is open to engagement in respect of flexibility around location, subject to reaching agreement on a minimum level of availability at one of the SAP CoE Offices.  The specific location of this post will be agreed with the successful candidate at appointment stage. The base for induction will be the SAP CoE Offices in Sligo.  A panel may be formed as a result of this campaign for **SAP CoE Business Delivery Manager Order to Cash** within Technology & Transformation,from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Campaign Lead: Sarah O’Donoghue  Email: technologyandtransformation.recruitment@hse.ie |
| **Details of Service** | The SAP CoE (Centre of Excellence) provides critical SAP support for the HSE business community by developing, maintaining, and supporting SAP applications for HR, Payroll, Finance, Procurement and Consolidated Financial Intelligence, along with Business Warehouse, Business Intelligence/Reporting and Self-Service Applications.  Core activities within the SAP CoE include   * Analysing business requirements * Production support * Recommending SAP system and process solutions * Configuration and maintenance of core SAP applications * SAP application quality assurance and testing * Infrastructure, technical and security support * End-user support and SAP training * Programme, project and portfolio management * Providing SAP KPI's to the HSE SAP user community * Governance oversight for third-party service providers and integrators   The SAP CoE adheres to commonly accepted industry standards such as ITIL, PRINCE2, and the Software Engineering Institute’s Capability-Maturity Model for IT delivery organisations.  The SAP CoE is currently supporting two major transformation initiatives in the HSE – NiSRP (National Integrated Staff Records & Pay) Programme and IFMS (Integrated Finance Management System).   * The NISRP change programme is implementing SAP HR/Payroll via self-service across the HSE and voluntary sector. * IFMS is implementing SAP S/4 HANA as the HSE’s national finance and procurement system to support standardised best-practice business processes for all HSE health care delivery.   Further information on the SAP Centre of Excellence is available at  <https://www.ehealthireland.ie/ehealth-functions/sap-centre-of-excellence/> |
| **Reporting Relationship** | The post holder will report to the **SAP CoE, Business Delivery Manager, Finance and Procurement Manager or other designated nominated manager** |
| **Key Working Relationships** | The post holder will work collaboratively with the SAP CoE Finance and Procurement Business Delivery towers, SAP CoE Senior Management Team via the Business Delivery GM, IFMS Programme management, National Finance, Shared Services entities, colleagues in Technology & Transformation and other key SAP CoE stakeholders. |
| **Purpose of the Post** | The Business Delivery Manager Order to Cash is responsible for managing the SAP CoE Order to Cash support team, ensuring system support including the planning, development, and maintenance of the S4HANA application for the Order to Cash work-stream..    Conforming to SAP CoE architecture and development standards and working with both SAP CoE analysts and third-party developers, the Senior Business Analyst Order to Cash coordinates requirements gathering, business advisory activities, business analysis, and system and process development liaison activities with regards to S4HANA, BW4HANA and BEST processes, including   * + Contract and Order Management   + Billing, Invoicing and Refunds   + Accounts Receivable/Income Accounting   + Order to Cash relevant - Master Data   + Interface related design with existing applications   + Workflow setup and maintenance |
| **Principal Duties and Responsibilities** | **Principal Duties & Responsibilities include: -**  **In performing their duties the Senior Business Analyst Order to Cash will:**  **Business Delivery Order to Cash**   * Lead the Business Delivery Order to Cash team to support S4HANA, BW4HANA, BPC and BEST maintenance aligning to ITIL good practice and working in a way that achieves compliance to CMMI models (Capability Maturity Model Index) (level 3 and future Level 4). * Ongoing development and improvement of a detailed Business Delivery Strategy for the area to support the Order to Cash system and business community * Lead the team in the day to day operations ensuring that key metrics are managed and operations meetings are held ensuring the team is driving towards and supporting strategy. * Lead out on the delivery of the detailed business process designs for the Order to Cash work stream * Mange the engagement and collaboration and relationships of service providers (e.g. SAP S/4Hana and Project Management) where necessary in order to effectively deliver on requirements * Work with and manage the relationship of the Level 3 AMS Technical Support Partners and other internal teams to define and agree the ‘to-be’ best practice business processes and amend existing business processes as required by HSE Process Council * Identify, evaluate and coordinate recommendations for SAP solutions to align and enable world class, best practice business processes * Ensure documentation requirements for strategies, business processes, conversions, interfaces, reports, forms and workflow for Order to Cash and kept up to date and in a compliant manner * Work with the internal Training team to ensure that the team is managed and continuously developing * Feed into preparation for governance meetings for Order to Cash * Ensure L2 support activities are completed in alignment with agreed SLAs * Prioritize work requests for Business Delivery/SAP Application Maintenance Order to Cash support team * Deputise for SAP CoE, Business Delivery Manager Finance and Procurement when required   **Business Relationship Management**   * Meet with key area stakeholders to understand business direction and SAP support requirements for Order to Cash * Assist in gathering high-level requirements for future projects * Work with the wider Business Delivery team, T&I team, and Service Management team to build out project portfolio and support business-as-usual activities * Work with the PMO Manager to identify, prioritise, and estimate potential projects to be added to the SAP CoE project portfolio and associated release plans. * Alongside the Business Support Team and via the Incident Management process continuously review, analyse and root cause incidents and input corrective actions for permanent fix.     **Business Advisory**   * Work with Business Delivery teams, SAP CoE PMO and the Service Management team to evaluate, estimate and deliver future SAP projects including estimation, planning, requirements gathering and clarification, design, development, configuration, testing support and execution, training support, deployment, and post live support * Function as a process champion for Order to Cash * Function as a change agent to implement positive process and systems changes * Function as a liaison to the business process owner(s) to refine and improve business process changes including maintenance of processes on SOLMAN. * Participate in business area discussions that may impact the current or future direction or configuration of the SAP system, organization hierarchy or business processes * Participate as required in regional SAP Users Group (SUG) meetings and SUG special interest groups (SIG). * Analyse change request impacts and assist in change request business justification * Conduct design reviews of detailed design specifications and technical development specifications for all WRICEF – Workflow, Reports, Interfaces, Conversions, Enhancements, Forms)   **Level 2 and Level 3 Support**   * Manage the resolver queue associated with Order to Cash processes * Serve as subject matter advisor in resolving Level 2 and Level 3 incident escalations * Ensure that all Requests for Change for their functional area are fully documented with cost and effort estimations and also detailed impact analysis and specifying the business need for applications/enhancements * Ensure adherence to the support processes associated with Incident Management, Change and Release Management * Promote and maintain a customer focused environment by ensuring service users are treated with dignity and respect * Seek feedback from service users to evaluate service   **Human Resources/Supervision of Staff**   * Supervise and enable other team members to carry out their responsibilities. * Review the conduct and completion of assignments of other staff in accordance with the operational plan and expected quality standards. * Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships * Manage the performance of staff, dealing with underperformance in a timely and constructive manner * Identify and agree training and development needs of team and design plan to meet needs * Conduct regular staff meetings to keep staff informed and to hear views * Keep in touch with workloads of staff members to gauge levels of stress and morale in the team   **Change Management**   * Promote and participate in the implementation of change * Proactively identify inequities/inefficiencies in service administration and implement solutions to improve service delivery, in line with legislation and benchmarking against best practice structures * Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring team knows how to action changes * Encourage and support staff through change process   **Standards, regulations, 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 * 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.   .  **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 f*r*om time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | **Candidates must demonstrate at the latest date of application, as relevant to the role:**   * Strong knowledge of the SAP Order to Cash end to end processes - S/4 HANA knowledge is an advantage * Experience of supporting Finance teams in a fast-paced environment supporting complex technology environments. * Proven experience in working collaboratively with multiple stakeholders and leading and developing change and operations, as relevant to the role.   **Health**  A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.  **Character**  Each candidate for and any person holding the office must be of good  character. |
| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role * Flexibility in relation to working hours to fulfil the requirements of the role * The requisite knowledge, ability and experience for the proper discharge of the duties of the office |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**  Demonstrates:   * Experience of working in Order to Cash area and detailed knowledge of processes and operations * Strong knowledge of SAP ERP with focus on Finance and Procurement Modules, and System’s Integration. * Good analytical skills and an understanding of the data structures and their interdependencies in SAP ERP (Finance and Procurement Modules) * An appreciation and understanding of Business Reporting to monitor Key Process Indicators as necessary * A good level of proficiency in the use of applications within the MS Office Suite * Post go live support experience (hands-on in design, configuration and maintenance) in SAP ERP * Knowledge of business process methodologies and techniques. * Experience of change initiatives in finance functions * Knowledge of integration of O2C with other modules like FI/CO, P2P,etc   **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   **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   **Communications & Interpersonal Skills**  ***Demonstrate:***   * Effective verbal communication skills, delivering complex information clearly, concisely and confidently * Capacity to deliver complex information in understandable terms particularly for staff not familiar with finance * 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   **Building and Maintaining Relationships including Teamwork & Leadership Skills**  ***Demonstrate:***   * 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 |
| **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 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 VIII SAP CoE – Business Delivery Manager Order to Cash**

**Terms and Conditions of Employment**

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| **Tenure** | **Please note this role is being offered for a Fixed-Term 2-year contract.**  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. |
| **Remuneration** | The Salary scale for the post is: **Grade VIII**  **€78,274 €78,976 €82,065 €85,166 €88,244 €91,335 €94,407 ( 01.01.2024)**  **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. |
| **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** | 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. |
| **Ethics in Public Office 1995 and 2001**  **(Positions remunerated at or above the minimum point of the Grade VIII salary scale (€71,077 as at 01.02.2022)** | Positions remunerated at or above the minimum point of the Grade VIII salary scale (€71,077 as at 01.02.2022) 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/>. |
| **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)