Business Operations, HR Team  
Technology & Transformation

HSE, Dr. Steevens’ Hospital,

Dublin 8, D08 W2A8

**Oibríochtaí Gnó, Foireann**

**Teicneolaíocht agus Claochlú**

FSS, Ospidéal Dr. Steevens’,

Baile Átha Cliath 8, D08 W2A8



**National Service Desk Manager**

**Technology & Transformation**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **National Service Desk Manager**  Grade VIII Grade Code 0655 |
| **Campaign Reference** | T&T/12/24 |
| **Closing Date** | Monday 8th July 2024 at 12.00 Noon |
| **Proposed Interview Date (s)** | TBD |
| **Taking up Appointment** | A start date will be indicated at job offer stage |
| **Organisational Area** | **Technology & Transformation** |
| **Location of Post** | Technology & Transformation currently have a number of offices throughout Ireland and it is expected that the successful candidate will work from one of these locations.   * Dublin * Kells * Sligo * Manorhamilton * Cork * Kilkenny * Galway * Limerick * Tullamore * Drogheda * Kerry * Ardee   A panel may be created for the post from which permanent and specified purpose vacancies of full or part time duration may be filled. |
| **Informal Enquiries** | Campaign Lead: Lydia Keogan  Email: Lydia.keogan@hse.ie  Phone number: 087 3655410 |
| **Details of Service** | Technology & Transformation is the HSE office responsible for the delivery of technology to support healthcare across Ireland. Technology & Transformation embraces all Technology & Transformation, 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 charged with turning the [eHealth Ireland Strategy](http://hsenet.hse.ie/CIO/ehealthstrategy.pdf) into a reality ensuring that technology supports healthcare efficiently and effectively throughout the whole system. The core of the eHealth Ireland strategy is to bring improved population wellbeing, health service efficiencies and economic opportunity through the use of technology enabled healthcare provision. |
| **Reporting Relationship** | Reports to the Head of Service Operations, Customer Service Experience, Technology & Transformation |
| **Purpose of the Post** | * To manage the National Service Desk Service * To motivate, develop and manage a team of staff to deliver the National Service Desk service * To communicate effectively with staff and management to ensure the service is delivered efficiently. * To develop the service in line with organisational changes * To monitor the service and staffing levels to ensure the service is kept to a satisfactory level of operation * To provide staff and management with information * To continually review the service and implement positive changes * To act as the escalation point for issues * To report to senior management with regard to major issues impacting service * To take responsibility for management of incidents and request fulfilment on the service desk * To design and deliver service improvements and efficiencies * To work collaboratively with teams and projects on initiatives that require support * To develop procedures to manage support queues efficiently |
| **Principal Duties and Responsibilities** | **Principal Duties & Responsibilities include: -**   * The National Service Desk Manager will endeavour to ensure the Service Desk provides an excellent customer experience. * To manage the development and operations of the National Service Desk and its associated services and programmes in the short to medium term ( development programmes under the remit of the NSD may change as part of organisational change including NSD expansion) * The National Service Desk Manager is part of the senior management team within CSE Service Operations. The post holder will be required to effectively work with Service Management teams (e.g. Problem Management, Request Fulfilment, Incident Management, Service Managers, Knowledge Management, Application Support Leads, and Technical Office, SlainteCare and proposed RHA structures etc.). This role will include the coordination and delivery of Service Operations plans to the highest possible standards. * The post holder will also have key working relationships with other areas of the Technology & Transformation (e.g. Delivery Directors, Infrastructure and Technology, etc.), business interfaces (e.g. user representatives) and external 3rd parties (e.g. suppliers). * Be responsible for the successful resolution of all incidents and service requests. * Ensure all requests to the Service Desk are recorded in a correct and detailed manner. * Review and re-engineer processes to take full advantage of automation and technology * Review performance metrics and use these to provide effective, efficient use of Service Desk resources. * Communicate and work with peers to reflect customer requirements. * Maintain good diplomatic relations with all stakeholders. * Keep management informed of trends, risks and patterns that may impact Service Desk performance. * Plan and enhance the Service Desk to meet future requirements. * Implement plans agreed with management. * Implement change to improve Service Desk performance. * Provide management with a suite of reports reflecting Service Desk performance. * Ensure compliance with agreed Service Desk SLA, OLA and KPI targets. * Coach, motivate and develop staff to ensure a positive, productive, healthy work atmosphere. * Progress the implementation of the ITIL framework in the functioning of the Service Desk. * Produce protocols and procedures to produce documents to carry the required message to varying audiences. * Pursue, in line with process maturity strategies, external accreditations for the function and continuous improvement programmes to best practice standards. * Define potential service improvement opportunities. * Present quality control performance / metrics data in a way that is easily understood and is useful to all relevant 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. * To act as spokesperson for the Organisation as required. * Demonstrate pro-active commitment to all communications with internal and external stakeholders.   **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** | **Eligibility Criteria - Qualifications and/ or experience**  **Applicants must, at the latest date of application, clearly demonstrate, all of the criteria listed below as relevant to the role:**   * Significant experience of Service Desk Management in a complex ICT environment that is, itself, undergoing significant transition and transformation. * Significant experience of ongoing development and managing ICT Service environments and staff. * Significant experience of working with multi-disciplinary teams in complex environments with competing objectives and constraints * Significant experience of developing structures and delivering innovative solutions for new services or service improvements   **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** | * Significant experience in a Service Desk Management role is desirable. * Access to appropriate transport to fulfil the requirements of the role. * Flexibility in working hours to meet the needs of the service. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**  **Demonstrate:**   * Knowledge and experience of strategic management skills including service planning, managing own work and that of others, delegating appropriately within the resources available. * Experience of Service Desk Management in a complex ICT environment * Experience and knowledge of service transitioning and transformation. * Experience and knowledge of developing and applying agreement and performance tracking structures, such as KPIs, OLAs, SLAs, contracts, etc. * Experience and knowledge of third party and supplier management. * Knowledge and understanding of the health service and the issues in implementing ICT enabled change. * Knowledge and experience of managing Quality Control functions within ICT services. * Knowledge of ITIL and/or other internationally recognised, relevant quality approaches. * Knowledge and understanding of vendor management * Experience of managing projects in multi organisational environment * Excellent ICT and technical report writing skills   **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 and leading a devolved team. * 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 the team 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.   **Commitment to providing a quality service**  **Demonstrate:**   * Evidence of incorporating the needs of the service user into service delivery. * Evidence of proactively identifying areas for improvement and the development of practical solutions for their implementation. * Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers. * A commitment to continuing professional development. |
| **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. |
| **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 – National Service Desk 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 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. |
| **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 (€78,274 as at 01.02.2024)** | Positions remunerated at or above the minimum point of the Grade VIII salary scale (€78,274as at 01.02.2024) 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)