

Business Operations, HR Team
Technology & Transformation

HSE, Dr. Steevens’ Hospital,

Dublin 8, D08 W2A8

**Oibríochtaí Gnó, Foireann AD Teicneolaíocht agus Claochlú**

FSS, Ospidéal Dr. Steevens’,

Baile Átha Cliath 8, D08 W2A8

**Grade VI Senior Analyst - Service Transition**

Technology & Transformation

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **Grade VI Senior Analyst - Service Transition***(Grade Code: 0574)* |
| **Campaign Reference** | T&T/37/24 |
| **Closing Date** | **12 Noon, Thursday 19th December, 2024** |
| **Proposed Interview Date (s)** | **TBC**Candidates can be called to Interview at short notice |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Organisational Area** | Technology & Transformation, Service Transition |
| **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 (T&T) 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 KeoganEmail: Lydia.keogan@hse.ie |
| **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 turning the Digital for Care Framework into a reality, 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.The Service Transition function is responsible for key ITIL-based processes that ensure that ICT services to the customer are co-ordinated and improved. These processes include but are not limited to: **Service Introduction** – “To ensure that the introduction of new and modified ICT services happens in a planned & controlled manner and are transitioned to live support expediently”.**Change Management** – “To ensure that proposed ICT changes are controlled, monitored, and implemented with minimum disruption to the existing services”. **Release Management** – “To ensure up-front planning, scheduling, and successfully deploying ICT releases to production environment in a controlled and systematic way. **Test Management** – “To validate that ICT solution meets functional, quality and performance requirements by ensuring that every test effort is effectively planned, monitored, and executed”.**Digital Asset Process Management** – “To ensure that ICT assets such as licencing, and hardware are controlled and managed efficiently and effectively.”The above is not an exhaustive list of Service Transition services and processes, which are developing on an on-going basis.  |
| **Reporting Relationship** | Primary reporting relationships for all posts will be to the appropriate manager within the CSE Service Transition Management TeamDirect reports may include a number of staff at Grade III to Grade V level including technical specialists. |
| **Purpose of the Post**  | The Grade VI Senior Analyst is responsible for assisting the Service Transition in providing best practices that ensure that ICT services to the customer are coordinated and improved.  |
| **Principal Duties and Responsibilities** | * Operate process activities on a day-to-day basis, including attending meetings, liaising with stakeholders, and information updates.
* Provide support in complex problem-solving situations.
* Manage staff within their remit.
* Facilitate and participate in effective team meetings.
* Demonstrate pro-active commitment to all communications with internal and external stakeholders.
* Support data gathering and analysis activities, including process data gathering and tool development and support.
* Contribute to QA activities such as regular process reviews, compliance, monitoring, etc.
* Support the gathering and distribution of Process Metrics Reports.
* Support key process and project-related initiatives within the Service Transition function.
* Provide input into the design and development of the Service Transition function as required.
* Contribute to continuous improvement, focusing on quality and identifying improvement opportunities.
* To plan and work flexibly to deadlines as part of a team in a busy environment.
* Identify, document and escalate process risks and issues.
* Deputise for line managers as required.

**Standards, regulations, policies, procedures, and legislation*** Contribute to the development of eHealth policies, procedures, and processes.
* Effectively discharge the day-to-day standards and policies.
* Effectively discharge the day-to-day operations, including compliance with HSE financial regulations and all HSE policies and procedures.
* Operating a wide range of ICT Service processes, including managing process records, documentation, and reports.
* Ensure accurate attention to detail and consistent adherence to procedures and national policies and procedures.
* Maintain own knowledge of relevant policies, procedures, guidelines, and practices to perform the role effectively and to ensure standards are met.
* Maintain own knowledge of relevant regulations and legislation e.g., HSE Financial regulations, Health and Safety legislation, Employment legislation, FOI Acts etc.
* Pursue continuous professional development to develop management expertise and professional knowledge.
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.
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**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/) **Eligibility Criteria – Qualifications and/or experience** 1. **Professional Qualifications, Experience, etc.:**

(a) Eligible applicants will be those who on the closing date for the competition: 1. 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**1. 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**1. Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.

**Or**1. 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).

 **and**(b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.*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* **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 requirement** | **Applicants must, at the latest date of application, clearly demonstrate, all of the criteria listed below as relevant to the role:*** Experience of operating in an ICT Service-related function using IT best practice process such as ITIL, Lean, Agile etc.
* Experience of planning and organising skills including, structuring and organising own workload and that of others effectively
* Experience of working collaboratively with multiple internal and external stakeholders.
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| **Other requirements specific to the post** | * Flexibility in working hours to meet the needs of the service.
* Access to appropriate travel to fulfil the requirements of the role.
* Knowledge of ITIL and/or other internationally recognised best practices.
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience*****Demonstrate:**** Demonstrate knowledge and understanding of ITIL and/or other internationally recognised best practices.
* Knowledge and experience in providing technical solutions and processes.
* Knowledge and understanding of implementing new ICT services.
* Knowledge and experience of ICT support-related services.
* Understanding of process development and implementation.
* Knowledge and understanding of QA activities to support a service management process
* Experience of working collaboratively with stakeholders to publish and maintain knowledge for staff across eHealth and external teams as required.
* Knowledge and experience of supporting end users in complex and multidisciplinary environments.
* Knowledge and understanding of the health service and the issues in implementing ICT enabled change.
* Knowledge and experience of dealing with vendors and/or third parties in both a technical and business sense.
* Knowledge and experience in the support of ICT projects.
* Commitment to developing to continued professional development.

**Communications & Interpersonal Skills*****Demonstrate:**** Excellent communication and interpersonal skills in order to deal effectively with a wide range of stakeholders
* The ability to present information clearly, concisely and confidently when speaking and in writing.
* The ability to build and maintain relationships with colleagues and other stakeholders to assist in performing the role

**Planning & Managing Resources*****Demonstrate:**** Strong planning and organising skills including, structuring and organising own workload and that of others effectively
* 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

**Evaluating Information, Problem Solving & Decision Making** ***Demonstrate:**** 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
* Ability to make sound decisions with a well-reasoned rationale and to stand by these
* Initiative in the resolution of complex issues
* A capacity to develop new proposals and put forward solutions to address problems

**Team Working*****Demonstrate:**** The ability to lead the team by example, coaching and supporting individuals as required.
* The ability to work with the team to facilitate high performance, developing clear and realistic objectives
* The ability to address performance issues as they arise
* Flexibility and willingness to adapt, positively contributing to the implementation of change

**Commitment to 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
* Commitment to developing own knowledge and expertise
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| **Campaign Specific Selection Process****Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore, it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not 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 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 [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 Analyst- Service Transition**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancies available are 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: **Grade VI**

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| €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. |
| **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. 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, as 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-2), 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-3).
* 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-2)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-3)