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| **Job Specification; Sample Content****Grade IV (0558)** |
| **This template provides sample content for the above role.** **Use the latest National Job Specification Template available on the** [Job specifications](https://www.hse.ie/eng/staff/resources/recruitment-standards/before-you-recruit/job-specifications.html) **page create your full and final version.** |
| **Principal Duties and Responsibilities** | **For Example:** The position of Grade IV encompasses both managerial and administrative responsibilities: **Administration*** Ensure the efficient day-to-day administration of area of responsibility.
* Ensure that deadlines are met and service levels maintained.
* Support the preparation and issuing of office documentation (correspondence, reports, etc.) to the highest possible standard by monitoring and reviewing the work of the team to ensure quality and accuracy.
* Ensure that archives and records are accurate and readily available.
* Maintain confidentiality of documentation, records, etc.
* Maximise the use of technology in ensuring work is completed to a high standard.
* Ensure line management is kept informed of issues.
* Ensure that stakeholders are kept informed and that their views are communicated to middle management.
* Organise and attend meetings as required.
* Take minutes at meetings and prepare for timely circulation following meeting.

**Customer Service*** Promote and maintain a customer focused environment including monitoring efficiency of service provided by the team and notifying Line Manager of any deficiencies.
* Ensure that service users are treated with dignity and respect.
* Act on feedback from service users / customers and report same to Line Manager.

**Human Resources / Supervision of Staff*** Manage the performance of staff.
* Ensure an even distribution of workload amongst the team, considering absence due to annual leave etc.
* Supervise and ensure the well-being of staff within own remit.
* Co-operate and work in harmony with other teams and disciplines.

**Service Delivery and Improvement*** Actively participate in innovation and support change and improvement initiatives within the service; implement agreed changes to the administration of the service.
* Encourage and support staff through change processes.

**Standards, Policies, Procedures and Legislation*** Maintain own knowledge of employer policies, procedures, guidelines and practices, to perform the role effectively and to ensure current work 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, GDPR.
* Ensure consistent adherence to procedures within area of responsibility.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.
* 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.

**The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.**  |
| **Eligibility Criteria****Qualifications and/ or experience** | **Insert the national** [**Grade IV Eligibility Criteria**](https://www.hse.ie/eng/staff/resources/recruitment-standards/before-you-recruit/clerical-administrative-supervisory-iii-to-vii-.html) **available on the HSE Eligibility Criteria pages.** |
| **Skills, competencies and/or knowledge** | **For Example:** **Professional Knowledge & Experience*** Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role.
* Maximise the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc.
* Demonstrate the ability to work in line with relevant policies and procedures.

**Planning and Managing Resources** * Demonstrate the ability to plan and organise own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met.
* Sets realistic goals and time-scales, taking account of potential problems and competing priorities.
* Devotes time and energy to the most important task at any given time.
* Maintains an awareness of value for money.

**Commitment to a Quality Service*** Demonstrate a commitment to providing a quality service.
* Demonstrate awareness and appreciation of the service user and has strong customer service skills.
* Embraces the change agenda; demonstrates flexibility, initiative and adaptability in a changing work environment.

**Evaluating Information, Problem Solving & Decision Making** * Demonstrate numeracy skills, the ability to evaluate information, problem solve and make effective decisions.
* Makes decisions and solves problems in a timely manner before they accumulate.
* Gathers information from enough sources and other people to make well founded decisions / solve problems.

**Team working*** Demonstrate the ability to work on own initiative as well as part of a team.
* Contributes to a positive team spirit.
* Demonstrates a willingness to become involved and help team members if they are under pressure.

**Communication & Interpersonal Skills** * Effective communication skills including the ability to present information in a clear and concise manner.
* Strong written communication skills.
* Strong interpersonal skills including the ability to build and maintain relationships with a variety of stakeholders; treats others with dignity and respect.
* Demonstrate the ability to influence people and events.
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