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| **Job Specification; Sample Content****Grade VI ( 0574)** |
| **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 VI encompasses both managerial and administrative responsibilities:**Administration*** Implement service plan and business plan objectives within area of responsibility.
* Ensure the efficient management and administration of area of responsibility.
* Ensure deadlines are met and that service levels are maintained.
* Ensure that archives and records are accurate, maintained confidentially and readily available to the appropriate authority.
* Ensure line management is kept informed of issues arising.
* Ensure that stakeholders are kept informed and that their views are communicated to management.
* Provide administrative support for meetings and attend as required.
* Maximise the use technology in ensuring that work is completed to a high standard.

**Customer Service*** Promote and maintain a customer focused environment by ensuring service users / customers are treated with dignity and respect.
* Seek feedback from service users / customers and implement change to incorporate same, in agreement with Line Manager.

**Human Resources / Supervision of Staff*** Manage the performance of staff, dealing with underperformance in a timely and constructive manner.
* Ensure an even distribution of workload amongst the team, taking into account absence due to annual leave etc.
* Supervise and ensure the wellbeing of staff within own remit.
* Create and promote a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships.
* Promote cooperation and working in harmony with other teams and disciplines.
* Conduct regular staff meetings to keep staff informed and to hear views.
* Solve problems and ensure decisions are in line with local and national agreements.
* Identify and agree training and development needs of team and design plan to meet needs.
* Pursue and promote continuous professional development in order to develop management expertise and professional knowledge.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.

**Service Delivery and Service Improvement*** Ensure accurate attention to detail in own work and work of team.
* Maintain a good understanding of internal and external factors that can affect service delivery including awareness of local and national issues that impact on own area.
* 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 processes.
* Monitor efficiency of service provided by team, identify and implement changes to the administration of the service where inefficiencies arise.

**Standards, Policies, Procedures & Legislation*** Contribute to the development of policies and procedures and ensure 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, GDPR.
* Adequately identifies, assesses, manages and monitors risk within their 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 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 VI 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.
* Demonstrate commitment to developing own professional knowledge and expertise.

**Planning and Managing Resources*** Demonstrate the ability to effectively plan and manage own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met.
* Prioritises effectively to manage multiple projects concurrently, structuring and re-organising own workload and that of others as needed.
* Demonstrates responsibility and accountability for the timely delivery of agreed objectives.

**Commitment to a Quality Service*** Practices and promotes a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user.
* Proactively identifies areas for improvement and develops practical solutions for their implementation.
* Embraces and promotes the change agenda, supporting others through change and effectively seeing it through.
* Demonstrate flexibility and initiative during challenging times and an ability to persevere despite setbacks.

**Evaluating Information, Problem Solving & Decision Making** * Demonstrate numeracy skills, an ability to analyse and evaluate information, considering a range of critical factors in making effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management.
* Demonstrate initiative in the resolution of complex issues / problem solving and proactively develop new proposals and recommend solutions.
* Ability to make sound decisions with a well-reasoned rationale and to stand by these as appropriate.

**Team working** * Demonstrate an ability to work as part of the team in establishing a shared sense of purpose and unity.
* The ability to work with the team to facilitate high performance, developing clear and realistic objectives.
* Demonstrates leadership; creating a team spirit, leading by example, coaching and supporting individuals to facilitate high performance and staff development.
* Demonstrate a commitment to promoting a culture of involvement and consultation within the team, welcoming contributions from others.

**Communications & Interpersonal Skills*** Demonstrate excellent communication and interpersonal skills including the ability to present information in a clear, concise and confident manner (verbally and written).
* Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders to assist in performing the role.
* Demonstrate commitment to regular two-way communication across functions and levels, ensuring that messages are clearly understood.
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