



**Grade V Support & Admin Manager  
Kilcreene Regional Orthopaedic Hospital  
Job Specification**

<b>Job Title and Grade</b>	<b>Grade V Support &amp; Admin Manager</b> (Grade Code 0566)
<b>Competition Reference</b>	<b>25KROH3609</b>
<b>Organisational Area</b>	HSE Dublin & South East
<b>Location</b>	<b>Kilcreene Regional Orthopaedic Hospital, Kilkenny</b> <i>incorporating University Hospital Waterford</i>  A panel may be created for Kilcreene Regional Orthopaedic Hospital from which permanent and specified purpose vacancies of full or part time duration may be filled.
<b>Informal Enquiries</b>	Amanda Challoner, Orthopaedic Business Manager for UHW & KROH 087 3973560
<b>Closing Date</b>	<b>15.10.2025 at 2 pm</b>  <i>Applications received after this date and time will not be accepted</i>
<b>Details of Service</b>	Kilcreene Regional Orthopaedic Hospital is an elective orthopaedic hospital serving the people of the south east. It is part of HSE Dublin & South East. It is a 41 bedded hospital and offers a suite of orthopaedic services including major joint replacements. We also provide a rehabilitation service to orthopaedic trauma patients.
<b>Reporting Relationship</b>	The post holder: <ul style="list-style-type: none"> <li>Is accountable to the Director of Nursing or designated officer</li> <li>Will report to the Orthopaedic Business Manager or designated officer</li> </ul>
<b>Purpose of the Post</b>	To ensure Portering and Administration and other areas under its remit operates efficiently and effectively and to ensure delivery of a high quality service in the appropriate administrative area of responsibility which includes the supervision of assigned staff. Lead out and ensure HSE Standards and recommended practices are adhered to.
<b>Principal Duties and Responsibilities</b>	The position of Grade V encompasses both managerial and administrative responsibilities:  <b><u>Administration</u></b> <ul style="list-style-type: none"> <li>Ensure the efficient day-to-day administration of area of responsibility.</li> <li>Responsibility for raising/approving Purchase Orders on IFMS for Kilcreene Hospital.</li> <li>Auditing and evaluating the standard of cleanliness and compliance with National HIQA standards and report findings, including areas of improvement to the Hospital Management Team via the Services Manager</li> <li>Ensure deadlines are met and that service levels are maintained.</li> <li>Ensure policies and procedures are well documented, understood and adhered to.</li> <li>Ensure that archives and records are accurate, maintained confidentially and readily available to the appropriate authority.</li> <li>Ensure line management is kept informed of issues.</li> <li>Ensure that stakeholders are kept informed and that their views are communicated to middle management.</li> <li>Maximise the use technology in ensuring work is completed to a high standard.</li> </ul>

	<p><b><u>Customer Service</u></b></p> <ul style="list-style-type: none"> <li>Promote and maintain a customer focused environment by ensuring service users / customers are treated with dignity and respect.</li> <li>Seek feedback from service users / customers and implement change to incorporate same, in agreement with Line Manager.</li> </ul> <p><b><u>Human Resources / Supervision of Staff</u></b></p> <ul style="list-style-type: none"> <li>Supervise and ensure the wellbeing of Support &amp; Administration staff.</li> <li>Ensuring all absences are covered, given the resources available and that all rosters are in place to enable efficient, comprehensive and cost effective provision of all the Portering &amp; Administration Staff of all grades.</li> <li>Management of all staff queries and requests along with HR associated with same.</li> <li>Ensure an even distribution of workload amongst the team, taking into account absence due to annual leave etc.</li> <li>Create and promote a positive working environment among staff members which contributes to maintaining and enhancing effective working relationships.</li> <li>Promote cooperation and working in harmony with other teams and disciplines.</li> <li>Deal with under performance in a timely and constructive manner.</li> <li>Identify training and development needs of staff in own area.</li> <li>Pursue and promote continuous professional development in order to develop management expertise and professional knowledge.</li> <li>Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.</li> </ul> <p><b><u>Service Delivery and Improvement</u></b></p> <ul style="list-style-type: none"> <li>Ensure accurate attention to detail in own work and work of team.</li> <li>Actively participate in innovation and support change and improvement initiatives within the service; adapt local work practices ensuring team knows how to action changes.</li> <li>Monitor efficiency of service provided by team, identify and implement changes to the administration of the service where inefficiencies arise.</li> <li>Encourage and support staff through change processes.</li> </ul> <p><b><u>Standards, Policies, Procedures &amp; Legislation</u></b></p> <ul style="list-style-type: none"> <li>Maintain own knowledge of relevant HSE policies, procedures, guidelines and practices to perform the role effectively and to ensure current work standards are met by own team.</li> <li>Maintain own knowledge of relevant regulations and legislation e.g. Financial Regulations, Health &amp; Safety Legislation, Employment Legislation, FOI Acts, GDPR.</li> <li>Adequately identifies, assesses, manages and monitors risk within their area of responsibility.</li> <li>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.</li> <li>Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.</li> </ul> <p><b>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 him / her from time to time and to contribute to the development of the post while in office.</b></p>
<p><b>Eligibility Criteria</b></p> <p><b>Qualifications and/ or experience</b></p>	<p><b><i>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.</i></b></p> <p><b>(a) Eligible applicants will be those who on the closing date for the competition:</b></p> <p>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.</p>

	<p style="text-align: center;"><b>Or</b></p> <p>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 Irish. Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.</p> <p style="text-align: center;"><b>Or</b></p> <p>Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.</p> <p style="text-align: center;"><b>Or</b></p> <p>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).</p> <p><b>Note1:</b> 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 criteria.</p> <p style="text-align: center;"><b>And</b></p> <p>(b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.</p> <p><b>1. <u>Health</u></b> Candidates 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.</p> <p><b>2. <u>Character</u></b> Candidates for and any person holding the office must be of good character</p>
<b>Post Specific Requirements</b>	<ol style="list-style-type: none"> <li>1. Experience of working in a busy office environment which has involved interacting in a professional manner with management and other key internal and external stakeholders</li> <li>2. Experience of supervising and managing a team of staff including rostering</li> <li>3. Demonstrate a high level of ICT skills with previous experience of data collation and analysis</li> </ol>
<b>Skills, competencies and/or knowledge</b>	<p><b>Professional Knowledge &amp; Experience</b></p> <ul style="list-style-type: none"> <li>• Knowledge of employment legislation as it relates to the role</li> <li>• Demonstrate competent Knowledge of SAP systems (SAP Payroll, IFMS)</li> <li>• Knowledge of the health service including a good knowledge of the Health Service People Strategy</li> <li>• Knowledge of database management</li> <li>• Knowledge of data analysis tools such as excel etc.</li> <li>• Excellent MS Office skills to include, Word, Excel and PowerPoint</li> <li>• Knowledge and experience of using an email system effectively e.g. Outlook, Lotus Notes</li> </ul> <p><b>Planning and Managing Resources</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• The ability to manage deadlines and effectively handle multiple tasks.</li> <li>• The ability to manage within allocated resources and a capacity to respond to changes in a plan.</li> <li>• Maintains an awareness of value for money.</li> </ul>

	<p><b>Commitment to a Quality Service</b></p> <ul style="list-style-type: none"> <li>• Demonstrate an awareness and appreciation of the service user and a strong commitment to providing a quality service.</li> <li>• Embraces and promotes the change agenda; demonstrates flexibility and initiative including the ability to adapt to and implement change.</li> <li>• Supports team through service improvement / change processes.</li> </ul> <p><b>Evaluating Information, Problem Solving &amp; Decision Making</b></p> <ul style="list-style-type: none"> <li>• Demonstrate numeracy skills, an ability to analyse and evaluate information; and make effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management.</li> <li>• Demonstrate initiative in the resolution of issues arising / problem solving and proactively develop new proposals and recommend solutions.</li> <li>• Makes decisions and solves problems in a timely manner before they accumulate.</li> </ul> <p><b>Team working</b></p> <ul style="list-style-type: none"> <li>• Demonstrate the ability to work on own initiative as well as part of a team, promoting a positive team spirit.</li> <li>• Demonstrate leadership potential, the ability to manage the performance of others and support staff development.</li> <li>• Works as part of the team to establish a shared sense of purpose and unity.</li> </ul> <p><b>Communications &amp; Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>• Demonstrate excellent communication and interpersonal skills including the ability to present (verbal &amp; written) information in a clear and concise manner.</li> <li>• Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders.</li> <li>• Treats others with dignity and respect.</li> </ul>
<b>Other requirements specific to the post</b>	To be detailed at job offer stage.
<p><b>Competition Specific Selection Process</b></p> <p><b>Shortlisting / Interview</b></p>	<p>Short listing may be carried out on the basis of information supplied in your application form. The criteria for short listing 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.</p> <p>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</p> <p>Those successful at the shortlisting stage of this process (where applied) will be called forward to interview.</p>
<b>Code of Practice</b>	<p>The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commissioners 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, feedback facilitates for 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".</p> <p>Codes of practice are published by the CPSA and are available on <a href="http://www.careersinhealthcare.ie">www.careersinhealthcare.ie</a> in the document posted with each vacancy entitled "Code of Practice, information for candidates or on <a href="http://www.cpsa-online.ie">www.cpsa-online.ie</a>.</p>
<p><b>The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.</b></p> <p><b>This job specification 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.</b></p>	



**Grade V Support & Admin Manager  
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Teams and Conditions of Employment**

<b>Tenure</b>	<p>The post is pensionable. A panel will be created for Kilcreene Regional Orthopaedic Hospital from which permanent and specified purpose vacancies of full or part time duration will be filled. The tenure of these posts will be indicated at “expression of interest” stage.</p> <p>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.</p>
<b>Remuneration</b>	<p>The Salary Scale (as at 01/08/2025) for the post is:</p> <p>€51,718 €53,265 €54,843 €56,456 €58,078 <b>€59,969 €61,866 LSIs (01/08/2025)</b></p>
<b>Working Week</b>	<p>The standard weekly working hours of attendance for your grade are <b>35</b> hours per week. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full time equivalent. Contracted hours will be confirmed at job offer stage.</p> <p>You are required to work agreed roster/on-call arrangements advised by your Reporting Manager. Your contracted hours are liable to change between the hours of 8.00am and 8.00pm over seven days to meet the requirements for extended day services in accordance with the terms of collective agreements and HSE Circulars.</p>
<b>Annual Leave</b>	<p>The annual leave associated with the post will be confirmed at job offer stage.</p>
<b>Superannuation</b>	<p>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 01<sup>st</sup> 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 31<sup>st</sup> December 2004</p>
<b>Age</b>	<p>The Public Service Superannuation (Age of Retirement) Act, 2018* set 70 years as the compulsory retirement age for public servants.</p> <p><b>* <u>Public Servants not affected by this legislation:</u></b> Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.</p> <p>Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70.</p>
<b>Probation</b>	<p>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.</p>
<b>Protection of Children Guidance and Legislation</b>	<p>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.</p> <p>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.</p>

	Visit <a href="#">HSE Children First</a> for further information, guidance and resources.
<b>Infection Control</b>	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.
<b>Health &amp; Safety</b>	<p>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).</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> <li>• Developing a SSSS for the department/service<sup>1</sup>, 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.</li> <li>• 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.</li> <li>• Consulting and communicating with staff and safety representatives on OSH matters.</li> <li>• Ensuring training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee.</li> <li>• Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures<sup>2</sup>.</li> <li>• Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.</li> <li>• Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.</li> </ul> <p>Note: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.</p>

<sup>1</sup> A template SSSS and guidelines are available on the National Health and Safety Function/H&S web-pages

<sup>2</sup> See link on health and safety web-pages to latest Incident Management Policy