

****

**General Manager, Portfolio Management**

**Job Specification & Terms and Conditions**

|  |  |
| --- | --- |
| **Job Title** | General Manager, Portfolio Management |
| **Grade Code** | General Manager, Grade Code: 0041 |
| **Staff Category** | Management/Administrative |
| **Campaign Reference** | N/A |
| **Closing Date** | 3pm on Friday the 26th September 2025 |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | **National Ambulance Service (NAS)\***NAS Portfolio Management Office, Central Business Park, Clonminch, Tullamore, Co. Offaly.The Director of Planning, Performance and Infrastructure, National Ambulance Service, is open to engagement in respect of flexibility around location, subject to reaching agreement on a minimum level of availability at NAS Portfolio Management Office, Tullamore as required There is currently one permanent and whole-time vacancy available. |
| **Informal Enquiries** | **Name:** Robert Morton, Director, National Ambulance Service**Email:** robert.morton@hse.ie **Phone:** 0873411763.  |
| **Details of Service** | The National Ambulance Service is one of the state’s principal emergency services providing high quality, safe and patient-centred services as part of an integrated health system. NAS is the statutory Pre-Hospital urgent, emergency and critical care and retrieval provider for the State. The NAS mission is to serve the needs of patients and the public as part of an integrated health system, through the provision of high quality, safe and patient centred services. This care begins immediately at the time that the emergency call is received, continues through to the safe treatment, transportation and handover of the patient to the clinical team at the receiving hospital or emergency department. In 2025, the National Ambulance Service will continue implementation of a strategic plan, which is focused on ensuring the delivery of patient centred care. It brings together recommendations from a wide series of reviews into a single plan. A critical element of this is the implementation of shifting models of care that will see the service utilise other alternative services for our patients than the emergency department.  |
| **Reporting Relationship** | The post holder will report to the Director of Planning, Performance and Infrastructure, National Ambulance Service  |
| **Key Working Relationships** | The key working relationships associated with this role are:* NAS Executive Management
* NAS Senior Managers
* Clinical Director, NASCCRS
* HSE Finance
* HSE Performance and Planning
* HSE Capital and Estates
* HSE Technology and Transformation
* HSE Regions
* HSE Procurement
* Department of Health
* HSE Office of Legal Services
* Dublin Fire Brigade
 |
| **Purpose of the Post**  | The purpose of the General Manager, Portfolio Management role is to drive and coordinate the NAS Transformation Programme and implementation of the NAS Strategy, to ensure that they are delivered to cost, time and quality requirements through the application of the required standards, frameworks, tools and processes.To enable this work, the post holder is also responsible for NAS service planning, estimates development, business plan development and submission and capital plan engagement with other key NAS managers.The post holder will ensure that appropriate portfolio governance arrangements are in place and that the required level of project management, change management, communications and benefits management support is provided to NAS projects approved by the NAS Executive Team. It will also require the development and maintenance of strong working relationships with the NAS service delivery structuresThe position is required to support the achievement of the strategic aims of the NAS Strategy, HSE priorities and directions. The scope of this role encompasses implementing extensive healthcare reform as part of a wider health system reform programme and specifically as referenced in the NAS Strategy.  |
| **Fundamental Duties** | **In the context of providing emergency services, the post holder must be physically, mentally and emotionally capable, on an enduring basis, of undertaking the following:*** Providing leadership and direction in stressful and challenging circumstances
* Engaging in difficult and challenging conversations with a range of stakeholders
* Speaking publically to both internal and external stakeholders
* Capacity to tolerate and manage risk
* Managing personal resilience and supporting others during times of duress
* In the context of being one of the State’s Principal Emergency Services (PES), able to adopt a flexible approach to working hours
 |
| **Detailed Description of Duties and Responsibilities**  | **Responsibilities include:****Strategic Leadership**As a member of the NAS Planning and Infrastructure Team, the General Manager, Portfolio Management contributes to the development and implementation of the vision, strategic directions and operational plans, consistent with NAS Strategy, through:* Being a role model for other managers and exemplifying the HSE values and vision
* Supporting managers and staff to achieve their full potential
* Supporting the development of the NAS strategic directions and development of strategies to improve clinical and operational performance aligned with the NAS Strategy.
* Providing high level timely, accurate and informative advice.
* Contributing to and participating in the NAS Planning and Infrastructure Team using intellectual rigor, strategic influencing and informed analysis and decision making skills.
* Reconciling priority needs against available resources and opportunities by ensuring the delivery of services within allocated resources.
* Identifying innovative approaches to the provision of services and the achievement of health outcomes and reviewing alternatives strategies.
* Working in collaboration with all relevant stakeholders in a proactive and engaging manner.
* To deputise where required
* To actively contribute to the successful team working of the NAS Planning and Infrastructure Team.

**Portfolio Governance – Managing and Delivering Results** Successful implementation of the NAS Transformation Programme and NAS Strategy will require a clearly defined approach to programme governance and project controls which will be delivered by:* Ensuring that the appropriate level of portfolio governance, as approved by the NAS Executive Team, is in place, is maintained and is adhered to, is a critical element to this role and
* Defining and establishing the Portfolio of programmes and projects for NAS
* Implementing robust programme management infrastructure across the NAS Portfolio to enable successful long term programme performance and delivery
* Co-ordination of all programmes and projects in the NAS portfolio
* Ensuring compliance with and rigorous application of Programme Management methodologies, processes and tools
* Implementing the HSE Benefits Realisation Framework across the Portfolio to achieve targeted and measurable benefits through the delivery of the change.
* Risk and issue management for the portfolio, identifying impediments and issues facing delivery and ensuring that appropriate mitigation actions are in place.
* Managing dependencies across the portfolio and engaging with the relevant senior responsible owners to ensure delivery of key dependencies
* Managing interdependencies with other programmes in the NAS Portfolio to ensure a coordinated delivery of change across the organisation
* Working with the Employee Relations Manager to deliver and manage the change management plan
* Development and maintenance of strong working relationships with the service delivery structures
* Working with the Stakeholder Engagement Lead to endure highly effective programme communication mechanisms and processes are in place to manage, motivate and influence multiple stakeholders
* Using the approved HSE tool, Project Vision, to report on portfolio progress to the NAS Executive Team and other key stakeholders
* Provide knowledge, experience and insight of Irish and international health care and policy systems to look strategically at challenges and issues that may arise

**Service, Business and Capital Planning*** Act as the key contact point for the Department of Health and Integrated Operations Planning on service planning issues
* Work with other NAS colleagues to develop estimates and proposals for submission to both the service planning and capital planning process
* Develop business cases as may be required to underpin all development proposals and the drawdown of funding
* Lead the completion of the Annual Operational Plan Report and Annual Service Plan for submission to Acute Operations.
* Provide regular reports to key stakeholders on the performance of all related initiatives

**Financial Management** * Achieve financial outcomes in accordance with the National Service Plan requirements including a balanced budget outcome;
* Ensure remedial strategies are implemented in a timely manner where performance is below target;
* Exercise administrative and financial delegations where appropriate, implementing decisions as required;
* Represent NAS in relevant forums, advocating on behalf of the interests of its patients and staff;
* Participate with other senior managers in the risk management of NAS, including the relevant areas of the Risk Register and Assurance Framework.

**People Development and Support**The General Manager, Portfolio Management works with NAS HR to promote and implement a safe, productive and healthy work environment within NAS, focused on providing:* A work place free of harassment and discrimination
* Professional and personal development for all staff
* Engage in Work Positive initiatives to improve culture and team working
* Mechanisms for consultation and the development of positive relationships with employee representative groups
* Adherence to the provisions of legislative requirements including (but not limited to) relevant Health and Safety legislation.

**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.** |
| **Eligibility Criteria****Qualifications and/ or experience** | **Confined Campaign**This campaign is confined to staff **currently employed on a permanent basis as a** **General Manager** (grade code 0041) by the HSE. |
| **Post specific requirements** | * Strong understanding of service planning and capital planning processes
* Strong project management experience
* Proven track record in delivering work to strict deadlines
* Expertise in reporting, analysing and evaluation of data
* A flexible approach to working hours is required in order to ensure deadlines are met.
* A strong commitment to personal continuing professional development.
* Access to appropriate transport to fulfil the requirements of the role.
 |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience*** Detailed knowledge of the strategic planning, service planning and capital planning process
* Detailed knowledge of the issues, developments and current thinking on best practice in relation to transformation, programme and project management
* Knowledge of the eHealth Ireland strategic agenda and ICT capital processes
* Knowledge of the capital planning and minor capital process
* Expertise in reporting, analysis and evaluation of data
* Demonstrate the ability to develop business case documents
* Demonstrate a working knowledge of relevant IT systems
* Knowledge and experience of using an email system effectively e.g. Outlook
* Excellent MS Office skills to include, Teams, Visio, Project, Word, Excel and PowerPoint
* Knowledge of the Risk Management Framework
* Has a working knowledge of 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.
* Knowledge of Health Service reforms and how they impact on the National Ambulance Service and emergency services.
* Knowledge and experience of using an email system effectively e.g. Outlook
* Excellent MS Office skills to include, Teams, Visio, Project, Word, Excel and PowerPoint
* Detailed knowledge of the key challenges and issues both internal and external across the health system and improvement strategies required to address these.

**Leadership and Delivery of Change*** Is an effective leader and a positive driver for change; transforms the vision into a framework and structures for moving forward.
* Has the capacity to lead, organise and motivate staff to function effectively in times of rapid change.
* Strong results focus and ability to achieve results through collaborative working.
* A track record of innovation and delivery in a challenging environment.
* Demonstrates the ability to partner with other business leaders to identify opportunities for significant technology/process enhancements.
* Leadership and team management skills including the ability to work with multi-disciplinary team members, internal and external stakeholders.
* Remains fully informed in a dynamic and challenging environment, while at the same time having a clear view of what changes are required in order to achieve immediate and long-term corporate objectives.
* Balances change with continuity – continually strives to improve service planning and delivery, to create a work environment that encourages creative thinking and to maintain focus, intensity, and persistence even under increasingly complex and demanding conditions.

**Managing and Delivering Results – Operational Excellence*** Places strong emphasis on achieving high standards of excellence.
* Ability to develop / implement strategic action plans and programmes
* Commits a high degree of energy to well directed activities and looks for and seizes opportunities that are beneficial to achieving organisation goals.
* Perseveres and sees tasks through to completion.
* Champions measurement on delivery of results and is willing to take personal responsibility to initiate activities and drive objectives through to a conclusion.
* Demonstrates flexibility, adaptability, and openness to working effectively in a changing environment.

**Working With and Through Others (Influencing to Achieve)*** Demonstrates the ability to maintain and form alliances with recognised experts and with decision makers.
* Demonstrates the ability to represent the organisation on issues impacting multiple organisations, the community, and the professional field.
* Operates effectively in a matrix working environment.
* Demonstrates the ability to work independently as well as work with a wider multidisciplinary / multi-agency team in a complex and changing environment.
* Demonstrates a high level of interpersonal and communication skills including negotiation skills and the ability to build and maintain relationships.
* Demonstrates people management experience, developing and encouraging others to maximise their potential and with an ability to motivate and instil confidence in others.

**Critical Analysis and Decision Making*** Demonstrates knowledge and application of evidence-based decision-making practices and methodologies.
* The ability to operate as an effective strategic and tactical thinker
* Has the ability to analyse and evaluate, in a rational, objective, consistent and systematic manner, a range of complex information to identify the core issues and arguments that are most salient to the situation at hand.
* Considers the wider implications of decisions on a range of stakeholders
* Recognises when to involve other parties at the appropriate time and level
* Ability to challenge effectively and to maintain the highest levels of professional integrity in challenging circumstances.

**Building Relationships/Communication** * Possesses highly effective interpersonal and communication skills to establish and develop trust based, high-stake partnerships and relationships with a range of external partners and stakeholders.
* Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with senior management and external stakeholders.
* Capacity to achieve results through cross-sectoral working.
* Ability to communicate ideas, positions, and information clearly and convincingly in a manner that is sensitive to wider issues and has the ability to advocate for a negotiate positions which allow for the on-going improvement of services and systems.
* Is committed to working co-operatively with and influencing senior management colleagues to drive forward the reform agenda.

**Personal Commitment and Motivation*** Is personally committed and motivated for the complex role of General Manager.
* Demonstrates a commitment to further education and learning.
* Demonstrates a commitment to improving outcomes for patients by improving service planning and integration.
* A core belief in and passion for the sustainable delivery of high quality service user focused services.
* Demonstrates a strong willingness and ability to operate in the flexible manner that is essential for the effective delivery of the role.
 |
| **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 <https://www.hse.ie/eng/staff/jobs> in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on <https://www.cpsa.ie/>. |
| The reform programme outlined for the Health Services may impact on this role and as structures change the Job Specification may be reviewed.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. |

**General Manager, Portfolio Management**

**Terms and Conditions of Employment**

|  |  |
| --- | --- |
| **Tenure**  | The current vacancy available is 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 (as at 01/08/2025):€85,747 €87,912 €91,342 €94,798 €98,226 €101,663 €106,660 The salary for this role reflects the requirements set out in the eligibility criteria and is all inclusive. Hence no other allowances, including qualification allowance, or payments are payable.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 weekly working hours of attendance for your grade are **35** hours per week. Your normal weekly working hours are **35** hours. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full time equivalent.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. |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Contracting 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 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.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. |
| **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, 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. |
| **Ethics in Public Office 1995 and 2001** | Positions remunerated at or above the minimum point of the Grade VIII salary scale 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/). |

1. A template SSSS and guidelines are available on the National Health and Safety Function, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/>

2 See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)