**Grade V – Staff Officer, National Directors Office**

**Communications & Public Affairs Division**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **Grade V Staff Officer, National Director Office***(Grade Code 0566)* |
| **Campaign Reference** | NCD260325 |
| **Closing Date** | 13th April 2025 @ 5.00pm |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Proposed Interview Date (s)** | Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Location of Posts** | HSE Office,10/11 Cornmarket, Dublin 8 |
| **Informal Enquiries** | Informal enquiries in respect of post to Mary Brodie, Business Manager – mary.brodie@hse.ie  |
| **Details of Service** | The Communications & Public Affairs Division is responsible for developing and managing the HSE’s communications efforts and provides consultancy advice and support to staff across the organisation. This encompasses press and media engagement, public communications, advertising, social marketing, branding, launches, media monitoring, web development, digital and social media, internal communications and publications. |
| **Reporting Relationship** | The post holder will report to the National Director, and Assistant National Director (Communications Operations), Communications and Public Affairs |
| **Purpose of the Post** | The Communications Assistant will work closely with the National and Assistant National Director of Communications & Public Affairs providing administrative support in the coordination, planning and management of campaigns, initiatives and research projects.They will work with them to support cross Communication Division team projects |
| **Principal Duties and Responsibilities** | The position of Grade V Staff Officer encompasses both managerial and administrative responsibilities which include the following:**General*** To provide administrative assistance to the office of the National and AND Communications & Public Affairs
* Work closely with the National Director and the AND Communications Operations and the wider Communications teams to support them in their role
* Liaise with relevant bodies, key stakeholders and external agencies as required.
* General upkeep of administration tasks,

**Administration** * Provide administrative support to the ND and AND as required.
* Ensure the efficient day-to-day administration of area of responsibility. •
* Ensure deadlines are met and that service levels are maintained.
* Ensure policies and procedures are well documented, understood and adhered to.
* Ensure that archives and records are accurate, maintained confidentially and readily available to the appropriate authority.
* Ensure line management is kept informed of issues.
* Ensure that stakeholders are kept informed and that all relevant communication is escalated to the appropriate level of management.
* Maximise the use technology in ensuring work is completed to a high standard e.g., Excel, Teams, Outlook

**Customer Service** * Support the delivery of accurate and up to date reporting in line with ND and AND’s needs
* Promote and maintain a customer focused environment by ensuring internal and external stakeholders 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** * 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
* 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.
* Plan and meet deadlines as part of a team in a busy environment.
* Maintain confidentiality of documentation, records, etc
* Create and update records with information on status of tasks.

**Service delivery and improvement*** Embrace change and adapt local work practices accordingly
* Implement agreed changes to administration of the service.
* Encourage and support staff through change processes.

**Standards, policies, procedures & legislation*** 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, including those relevant to Technology and Transformation.
* Maintain own knowledge of relevant regulations and legislation e.g. Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts etc.
* Pursue continuous professional development in order to develop management expertise and professional knowledge.
* 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 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***\* View the list of [other statutory health agencies](https://www.gov.ie/en/organisation-information/9c9c03-bodies-under-the-aegis-of-the-department-of-health/?referrer=http://www.health.gov.ie/about-us/agencies-health-bodies/)1. **Professional Qualifications, Experience, etc.**
2. **Eligible applicants will be those who on the closing date for the competition:**

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 2004OrHave 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.OrHave completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.OrHold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI).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 criteria.And1. Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.

**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..**Age**Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation Act, 2004). A candidate who is not classified as a new entrant must be under 68 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs. |
| **Post Specific Requirements** | * Experience in a support role, including at least one of the following areas; media relations, corporate communications, public relations, public information campaigns and digital media, project management
* Experience in project support and the delivery of communications-related projects.
* Proven track record of managing a broad cross section of internal clients and competing demand
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**Demonstrate:* Knowledge of the role of the Communications & Public Affairs Division, the broader health service structure and its relationship with external agencies
* Knowledge and experience in relation to dealing with project management
* Experience of professional writing e.g. briefings, reports etc

**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 work load 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

**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

**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 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
* The ability to work in a cross functional manner with other teams in the Communications Division

**General*** 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 etcand comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
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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 V Staff Officer**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is permanent and whole time. The post is pensionable.. 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. |
| **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 contracting stage. |
| **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. |
| **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. |
| **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. |
| **Protection of Children Guidance and Legislation** | 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. 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.Visit [HSE Children First](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/) for further information, guidance and resources. |
| **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**.  |

1. A template SSSS and guidelines are available on the National Health and Safety Function/H&S web-pages [↑](#footnote-ref-1)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-2)