

**Grade VII, Data Quality Manager**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **Data Quality Manager, Senior Executive Officer, Grade VII** (Grade Code 0582) |
| **Campaign Reference** | **NCGLT140525** |
| **Closing Date** | **3rd June 2025 @ 12 noon** |
| **Proposed**  **Interview Date (s)** | **End June 2025** |
| **Taking**  **up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | Roselawn House, University Business Complex, National Technology Park, Limerick, V946K65.  There is currently one permanent whole-time Senior Executive Officer vacancy available in the National Complaints Governance & Learning Team with the Complaints Management System team. |
| **Informal Enquiries** | Anne-Marie McMahon, Senior Manager, National Complaints Governance & Learning Team. Mobile: 087 0954033. Email: annemarie.mcmahon1@hse.ie |
| **Details of Service** | **The Grade VII, Data Quality Manager, will support the statutory function of the National Complaints Governance and Learning Team and will initially be assigned to the Complaints Management System team.**  **National Complaints Governance and Learning Team (NCGLT):**  The function of the NCGLT within the Communications and Parliamentary Affairs Division is to improve the quality of services with measurable benefits for patients and service users by delivering on the annual National Service Plan and related programmes.  The service is charged with measuring how the health services perform in relation to the quality of the services provided, building the capacity of the organisation to respond to and learn from service user and service provider feedback.  Listening to our patients and service users forms an integral part of a culture of continuous learning and is a critical mechanism for providing early warnings, assurance in relation to the quality of our services and an indication of the priorities for quality improvement. NCGLT will provide a renewed leadership for and a focus on HSE feedback processes under the National Your Service Your Say Policy: The Management of Service User Feedback, 2017. |
| **Reporting Relationship** | The post-holder will report to a nominated Senior Manager within NCGLT. |
| **Key Working Relationships** | While the post-holder will report to the Senior Manager in NCGLT they will also be expected to work closely and provide support to other team members within the Department. This may involve direct day to day management of the Complaints Management System operational team within NCGLT. |
| **Purpose of the Post** | To provide Senior Executive Officer management and support functions as assigned. |
| **Principal Duties and Responsibilities** | The position of Grade VII encompasses both managerial and administrative responsibilities which include the following:  **Administration**   * Maintain knowledge of relevant procedures, practices and legislation to perform the role effectively and to ensure standards are met. * Lead the development and maintenance of standard operating procedures to support the day to day work of the National Complaints Governance and Learning Team. * Support the development of policy, guidelines and procedures and associated training materials. * Contribute to the development of service plans for own area of responsibility and implement service plan objectives within own area. * Ensure the efficient management and administration of area of responsibility. * Execute assignments in accordance with agreed plans, budgets and deadlines. * Ensure deadlines are met and that service levels are maintained. * Prepare regular reports on the progress of work against the operational plan. * Provide accurate information to management in a timely manner, ensuring that administrative and financial records are readily available. * Inform management of ideas / solutions to maximise effective use of resources / improve service delivery. * Advise, promote and participate in the implementation of innovations in service delivery. * Participate in and lead project working groups, represent the HSE on committees as required. * Build and maintain relationships with key stakeholders to gather support for new initiatives. * Make decisions and solve problems in a timely manner and inform others of decisions that have implications for them, making sure the team knows how to action them. * Gather information from a variety of sources to ensure decisions are in line with local and national agreements. * Ensure regular two-way communication happens between line management and senior management. * Provide administrative support for meetings and attend as required. * Maximise the use of technology to advance the quality and efficiency of service provision.   **Customer Service**   * Promote and maintain a customer focused environment by ensuring service users are treated with dignity and respect. * Seek feedback from service users / customers to evaluate service and implement change.   **Human Resources / Supervision of Staff**   * Supervise and enable other team members to carry out their responsibilities, ensuring appropriate delegation of responsibility and authority. * Review the conduct and completion of assignments of staff in accordance with the operational plan and expected quality standards. * Keep in touch with workloads of staff members to gauge levels of wellbeing and morale in the team. * Manage the performance of staff, dealing with underperformance in a timely and constructive manner. * Engage in the HSE performance achievement process in conjunction with Line Manager and staff as appropriate. * Create and promote a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships with other teams and disciplines. * 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.   **Service Delivery and Service Improvement**   * Promote and participate in the implementation and management of change. * Proactively identify inequities / inefficiencies in service administration and implement solutions to improve service delivery, in line with legislation and benchmarking against best practice structures. * 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 of work. * 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. * Research, collect and collate data in preparing reports and submissions to support the NCGLT function, with particular emphasis on the HSE’s complaints management system and processes. * Lead with developments and use of information technology. * Lead in the conduct of audits and the subsequent preparation of audit reports. * Capture and aggregate data to enable analysis and reporting of issues and trends at various levels throughout the service. * 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.   **Training**   * Provide Training to users on Complaints Management System (CMS). * Support the helpdesk function to users of the CMS. * Provide support for the CMS set up process. * Responsible for CMS Quarterly KPI reporting and annual KPI data reporting.   **Standards, Regulations, Policies, Procedures & Legislation**   * Contribute to the development of policies and procedures and ensure consistent adherence to procedures and current standards within area of responsibility. * Effectively discharge the day to day operations, including compliance with HSE Financial regulations and all HSE policies and procedures. * 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. HSE 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** | **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/)  Eligible applicants will be those who on the closing date for the competition:  (a) Have satisfactory experience in an office under 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 at a level not lower than that of Grade IV (or equivalent)  And  Have not less than two years satisfactory experience either in that office or in an office at a level not lower than that of 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  And  (b) 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. |
| **Post specific requirements** | * Experience of working within policy and legislative requirements including the monitoring of compliance with same. * Experience of managing and working collaboratively cross functionally with multiple internal and external stakeholders, as relevant to this role. * Experience of developing and delivering training to a wide range of multidisciplinary staff and/or presenting to large groups. * Proficient knowledge of database management. * Have the requisite knowledge and ability (including a high standard of suitability and management ability) for the proper discharge of the duties of the office. |
| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role. * A flexible approach to working hours is required in order to ensure service delivery and that deadlines are met. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**  *For example:*   * Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role. * Maximises 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**  *For example:*   * Demonstrate the ability to effectively plan and manage resources, effectively handle multiple projects concurrently, structuring and organising own workload and that of others effectively. * Demonstrate responsibility and accountability for the timely delivery of agreed objectives. * Challenges processes to improve efficiencies where appropriate, is committed to attaining value for money.   **Commitment to a Quality Service**  *For example:*   * Demonstrates evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user. * Ensure attention to detail and a consistent adherence to procedures and standards within area of responsibility. * Embraces and promotes the change agenda, supporting others through change. * Demonstrate flexibility and initiative during challenging times and an ability to persevere despite setbacks.   **Evaluating Information, Problem Solving & Decision Making**  *For example:*   * Demonstrate numeracy skills, an ability to analyse and evaluate information, considering a range of critical and complex 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 confidently explain the rationale behind decisions when faced with opposition.   **Team Working**  *For example:*   * The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment. * Demonstrate an ability to work as part of the team in establishing a shared sense of purpose and unity across a number of teams delivering on different projects. * Demonstrate leadership; creating 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**  *For example:*   * Demonstrates excellent communication and interpersonal skills including the ability to present complex information in a clear, concise and confident manner (written & verbal). Strong presentation skills. * Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders, working collaboratively within a multi stakeholder environment. * Demonstrate commitment to regular two-way communication across functions and levels, ensuring that messages are clearly understood. |
| **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. |
| **Diversity, Equality and Inclusion** | The HSE is an equal opportunities employer.  Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience.  The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated.  The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long term health condition.  For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <https://www.hse.ie/eng/staff/resources/diversity/> |
| **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 CPSA is responsible for establishing the principles that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.  The CPSA Code of Practice can be accessed via <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. | | |

**Grade VII**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancy 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 (as at 01/03/2025) is:  €59,419, €60,870, €62,566, €64,268, €65,976, €67,501, €69,054, €70,566, €72,067, **€74,650, €77,243 LSIs**  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 working week applying to the post is to be confirmed at Job Offer stage.  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. |
| **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. |
| **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.  For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/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. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)