**Grade VII Information Technology Manager**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade VII Information Technology Manager (Grade Code 0582) |
| **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 LSI**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. |
| **Campaign Reference** | NFMHSITM01 |
| **Closing Date** | Monday 23rd June 2025 @ 12 Noon  |
| **Proposed Interview Date (s)** | Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | The post holder will be based in the National Forensic Mental Health Service (NFMHS) in Portrane, Co Dublin.There is currently one permanent whole-time post available.A panel may be formed as a result of this campaign for Grade VII Information Technology Manager from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.  |
| **Informal Enquiries**  | We welcome enquiries about the role. Name: Jerry Selvaseelan, General Manager, National Forensic Mental Health ServiceEmail: jerry.selvaseelan1@hse.ie Mobile: 0873327992 |
| **Details of Service** | The National Forensic Mental Health Service (NFMHS) is the only forensic mental health service for the population of Ireland. This service is multi-faceted and encompasses prison in-reach clinics, a forensic child and adolescent mental health team, medium and low secure inpatient beds, step-down facilities and an expanding community aftercare programme.The current Central Mental Hospital (CMH) is the only specialist inpatient HSE Mental Health Service provider that provides Forensic Mental Health assessment and treatment in Ireland. It is the only approved and designated centre in the state that provides psychiatric care in conditions of maximum and medium security. The CMH operates as a therapeutic rather than penal institution and is part of the HSE. The CMH has transitioned to a new purpose built campus facility in Portrane, in North Co. Dublin and includes the development of additional Forensic Mental Health Services.The campus is designed to provide care and treatment within high and medium secure services and includes a number of shared facilities. The new facility consists of 9 in-patient units, a medical and therapy centre and an administrative complex. Adjacent but external to the main hospital is a newly constructed 10-bed forensic CAMHS unit and a 30-bed Intensive Care Rehabilitation Unit (ICRU).<https://www.hse.ie/eng/national-forensic-mental-health-service-portrane/about-the-national-forensic-mental-health-service/about-us/> |
| **Reporting Relationship** | The successful candidate will report to the General Manager, National Forensic Mental Health Service. |
| **Purpose of the Post**  | Be responsible for the development, supervision, implementation, and maintenance of NFMHS ICT systems inclusive of clinical and non-clinical support systems. The successful candidate will collaborate with all relevant bodies e.g. HSE, Office of Chief Information Officer (OCIO), HBS and Office of Government Procurement (OGP) to develop, implement and maintain a fit for purpose ICT Programme across the new NFMHS. This role requires active collaboration with the Applications and Transformation department to support its work. |
| **Principal Duties and Responsibilities** | **Principal Duties & Responsibilities Include:****Operational Management*** The operational management of Information Services at NFMHS on a day-to- day basis including the management & supervision on Information Service (IS) staff.
* The operational management of the clinical management system and supervision of all staff working on its development
* Lead on the implementation of ICT systems for the NFMHS e.g. clinical management system, non-clinical support systems.
* Develop Business Intelligence and Management Reporting to meet local and national requirements.
* Provide support for existing Information Systems and users including identification and development of ICT training programmes for staff.
* Be the sponsor for all ICT project management activity and implementation of IT systems.
* Work with the wider NFMHS to manage priorities and overall ICT approach across the NFMHS.
* Responsible for adherence to and implementation of National ICT policies on behalf of NFMHS.
* Manage relationships with all key stakeholders. Server management and Network Infrastructure is the responsibility of the Office of the Chief Information Officer. The post holder will work with the Office of the Chief Information Officer in terms of creating and managing the Hospital service requirement.
* Work closely with external stakeholders such as the Irish Prison Service in the deployment and operation of shared ICT platforms such as the Court Links system.
* Under the direction and delegation of the General Manager, manage any external ICT related service contracts relating to ongoing system maintenance and upgrades
* Liaise and work with the OoCIO and HBS to deliver on programme objectives.
* The person holding this post is required to support the principle that the care of the patient comes first at all times and will approach their work with the flexibility and enthusiasm necessary to make this principle a reality for every patient to the greatest possible degree.
* Maintain throughout the NFMHS awareness of the privacy of the patient in relation to all hospital activities and the importance of ICT as an enabler of clinical care.

**Human Resources / Supervision of Staff*** Supervise and enable other team members to carry out their responsibilities.
* Review the conduct and completion of assignments of other staff in accordance with the operational plan and expected quality standards.
* Create and maintain a positive working environment among staff members, with regular staff meetings which contributes to maintaining and enhancing effective working relationships.
* Manage the performance of staff, dealing with underperformance in a timely and constructive manner.
* Identify and agree training and development needs of team and design plan to meet needs.

**Systems planning, development & support** * Assist in the planning of Information Systems developments at NFMHS, including selection of systems.
* Project Management of key projects from project proposal to project post implementation review. This will involve developing specifications, participating in selection and reviewing relative success of projects post implementation.
* Monitoring and preparation of budget reports.
* Supporting and enhancing existing processes and existing systems to achieve business efficiency.
* Liaising with vendors/suppliers and potential suppliers, including the management of contracts and services level agreements, ensuring value for money across all projects.

**Compliance and Security:** * Assist in developing ‘best practice’ standards including data protection, data quality and IT security across the service at NFMHS through working with key hospital/HSE managers.
* Providing continuous risk assessment for NFMHS information systems.
* Undertaking such other duties as may be assigned from time to time by the General Manager.

**Finance*** Support the planning, monitoring and control of expenditure in line with HSE Financial Regulations.
* Support the management of funded projects and initiatives to deliver high quality services, value for money and in compliance with good governance.

**Change Management*** Promote and participate in the implementation 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.
* 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 process.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility.

**Standards, Regulations, Policies, Procedures & Legislation*** Contribute to the development of policies and procedures for own area.
* Effectively discharge the day-to-day operations, including compliance with HSE Financial regulations and all HSE policies and procedures.
* Assess and analyse compliance with National and EU legislative obligations, and national policies and procedures.
* Ensure accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility.
* Maintain own knowledge of relevant policies, procedures, guidelines, and practices to perform the role effectively and to ensure standards are met by own team.
* Maintain own knowledge of relevant regulations and legislation e.g., HSE Financial Regulations, Health & Safety legislation, Employment legislation, FOI Acts, GDPR etc.
* Pursue continuous professional development in order to develop management expertise and professional knowledge.
* 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*****Eligibility Criteria – Qualifications and/or experience** 1. **Professional Qualifications, Experience, etc.:**

(a) Eligible applicants will be those who on the closing date for the competition: 1. 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.

**Or**1. 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 Irish1 . Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.

**Or**1. Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.

**Or**1. 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).

*Note1: 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.* **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 managing complex change or quality improvement projects.
* Experience in a leadership, team management and development role.
* Experience of operating or overseeing some or all of the relevant disciplines, including:
* Project Management
* Project Delivery
* Risk and Issue Management
* Resource Demand & Supply Planning
* Change Management
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| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role as this post may involve travel
* Flexibility, as some out of hours working may be required
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience*****Demonstrates:**** Evidence of a broad knowledge of ICT e.g. ICT project and change management, business intelligence analysis, application development, planning and implementation, user support and managing ICT vendors.
* Knowledge and understanding of patient based systems in a hospital/healthcare environment.
* Knowledge and evidence of report writing and business intelligence skills including expert knowledge of Excel and SQL.
* Knowledge and understanding of developing KPIs and experience of implementing and achieving the required KPIs.
* Knowledge and understanding of managing and reporting against service plans and other targets.

**Planning & Organising and Delivery of Results*****Demonstrate:**** The ability to successfully manage a range of different projects and work activities concurrently, utilising computer technology effectively and assigning work to others as appropriate to meet strict deadlines
* The ability to proactively identify areas for improvement and to develop practical solutions for their implementation
* The ability to embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring the team knows how to action changes
* The ability to use resources effectively, challenging processes to improve efficiencies where appropriate

**Evaluating Information, Problem Solving & Decision Making*****Demonstrate:**** Excellent analytical, problem solving and decision making skills
* The ability to quickly grasp and understand complex issues and the impact on service delivery
* The ability to confidently explain the rationale behind decision when faced with opposition
* Ability to make sound decisions with a well-reasoned rationale and to stand by these
* Initiative in the resolution of complex issues

**Building and Maintaining Relationships including Teamwork & Leadership Skills*****Demonstrate:**** The ability to build and maintain relationships with colleagues and other stakeholders and to achieve results through collaborative working.
* The ability to build influential relationships in order to establish credibility with internal and external stakeholders, regulatory and investigatory/auditing organisations.
* The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment
* The ability to lead the team by example, coaching and supporting individuals as required.
* The ability to manage and motivate staff to achieve optimum performance, and address performance issues as they arise.
* The ability to present advice independently and effectively.
* Flexibility, adaptability and openness to working effectively in a changing environment

**Commitment to a Quality Service*****Demonstrate:**** Evidence of incorporating the needs of the service user into service delivery
* Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers
* Demonstrate on-going Health and Safety CPD activity
* Evidence of setting high standards of performance for self and others, ensuring accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility

**Communications & Interpersonal Skills*****Demonstrate:**** Effective verbal communication skills, delivering complex information clearly, concisely and confidently to a variety of audiences
* Excellent written communication skills including strong report writing and presentation skills
* Excellent communication and interpersonal skills in order to deal effectively with a wide range of stakeholders.
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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 progressing 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. Read more about the HSE’s commitment to [Diversity, Equality and Inclusion](https://www.hse.ie/eng/staff/resources/diversity/diversity.html)  |
| **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 to be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards to 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.Read the [CPSA Code of Practice](https://www.cpsa.ie/pdf/?file=https://assets.cpsa.ie/media/275828/b88e3648-c663-4293-9471-d2d75bd1d685.pdf).  |
| 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 Information Technology Manager**

**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. |
| **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. |
| **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-2), 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-3).
* 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 [writing your site or service safety statement](https://healthservice.hse.ie/staff/health-and-safety/safety-statement/).

2 Structures and processes for effective [incident management](https://www2.healthservice.hse.ie/organisation/qps-incident-management/incident-management/) and review of incidents. [↑](#footnote-ref-2)
2. [↑](#footnote-ref-3)