

 **Bainisteoir Ginearálta** | **General Manager**

**National Renal Office,
Clinical Design and Innovation,**

**Office of the Chief Clinical Officer**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | Bainisteoir Ginearálta | General Manager **National Renal Office***(Grade Code 0041)***5 days per week / 1.0 WTE for two-year period**This appointment will be on the basis of grade-to-grade reassignment and **current remuneration will apply**. |
| **Terms and Conditions** | The successful candidate will retain all current terms and conditions (including remuneration and annual leave) on reassignment/secondment into the role.The standard working week associated with this post is 1.0 WTE per week, Monday to Friday.  |
| **Closing Date** | **Wednesday, 1 October 2025 at 12 noon** |
| **Proposed Interview Date (s)** | Skills-match interviews will take place after the shortlisting process is completed. Please note: this may be at short notice. |
| **Taking up Appointment** | The successful candidate will be expected to take up post as soon as possible after the completion of the selection process but **no later than** two months after the post has been offered. |
| **Location of Post** | Clinical Design and Innovation, Office of the Chief Clinical Officer (OoCCO) is located in Dr. Steevens’ Hospital Dublin 8, the Brunel Building, Heuston South Quarter, Dublin 8 and Stewarts Hospital, Palmerstown Dublin 20. The offices of the National Renal Office are located at HSE offices, Stewarts Care, Mill Lane, Palmerstown, Dublin 20. The National Renal Office is open to engagement in respect of flexibility around location subject to reaching a minimum level of availability at the Palmerstown site as required. Flexibility to travel is required for programme-related site visits and programme work stream committee meetings.  |
| **Informal Enquiries** | For Informal Enquiries, please refer to:**Ms Seila Ley****Senior HR Officer**Business Management Office, Clinical Design and Innovation | Office of the Chief Clinical Officer**Email:** **Seila.ley@hse.ie** |
| **Details of Service** | **Clinical Design and Innovation | Office of the Chief Clinical Officer**The Office of the Chief Clinical Officer (CCO) was established as part of an overall investment by the HSE to strengthen governance and accountability for the planning and delivery of high-quality services with the aim of driving transformational change across our healthcare system through clinical leadership, design of new models of care, promotion of a culture of safety and quality improvements; through patient and service user involvement.The Clinical Design and Innovation (CDI) function, reporting to the National Clinical Director of Integrated Care, within of the Office of the CCO provides Clinical Innovation, Design Leadership and Direction to strategic decisions across the wider organisation.For further information click on the following link provided:<https://www.hse.ie/eng/about/who/cspd/>NCAGL Structure /Remit as relevant to the role:The core role of the Office of the NCAGL in Acute Operations is to provide clinical leadership and guidance to effect the development and implementation of best practice care pathways and models of care and a coordinated approach to integrated, patient-centred care that is sustainable into the future. The National Renal Office (NRO) is responsible for planning coordinating and managing the strategic development of renal services across the country. It provides national clinical leadership, planning and strategic development. The aim of the National Renal Office is to continue development of patient centred Renal Services. To establish and maintain effective governance models to ensure Renal Services are delivered to nationally defined standards.The NRO provides oversight of the Kidney Disease Clinical Patient Management System (KDCPMS). This system is used to manage the care of patients with End Stage Kidney Disease who are receiving dialysis or living with the functioning transplant. |
| **Reporting Relationships** | The successful candidate will report to the Clinical Lead for Renal Services, National Renal Office (NRO) for the day-to-day management of the assigned programme of work and delivery of work relevant to their programme. The successful candidate will be responsible, provide leadership and direction to a team of direct supports |
| **Purpose of the Post**  | The purpose of the General Manager is to manage the current day-to-day operational aspects of the NRO, while defining the new remit of the NRO, supporting the ongoing development of the National Living Donor Programme and the formulation of a 3-year work plan encompassing all aspects of the needs of renal patients, services, and the whole continuum of renal disease management. This plan will be developed within the lens of providing the optimal standard of care, HSE Centre Review (2024), recruitment embargo and ensuring a balanced budget is maintained.. **The current vacancy will be filled based on a secondment/reassignment. It will be for a 2-year fixed duration time period.** |
| **Key Working Relationships**  | The Post Holder will be responsible for building and maintaining trust and relationships with a broad array of both internal and external stakeholders, and in particular:* CCO, National Clinical Director Integrated Care and teams;
* Organ Donation Transplant Ireland (ODTI) and Living Donor programmes;
* National Directors, National Clinical Advisor and Group Leads;
* Chronic Disease Management Programme
* REOs and their teams, Hospital CEOs, and Clinical Directors;
* Department of Health;
* HSE Procurement;
* Parent and contracted Renal Units;
* Office of the Chief Information office.

The post holder will work to build relationships across hospital and community with all key stakeholders and as required with Patient and Service users. |
| **Principal Duties & Responsibilities** | The position of General Manager encompasses leadership, operational management and results-based responsibilities to ensure they oversee the development and implementation of the vision, strategic directions and operational plans, consistent with NRO Strategy. The main responsibilities include the following:**Strategic Leadership / Development*** Executively lead the NRO to deliver the new remit for the NRO addressing all aspects of the needs of renal patients and services across the whole continuum of renal disease as well and incorporating a living donor programme
* Establish a 3-year work plan ensuring the development of a strategic direction of the NRO office with clear aims and objectives. This plan should be developed within the lens of the HSE Centre Review, the establishment and role of Regions, the Human Tissue Act 2024, to improve clinical and operational performance aligned with the NRO strategy
* Provide management information and advice based on evidence, research and best practice to support the decision-making processes at national level. This will include analysis of the implications of national policies and strategies and translating these policies/strategies into implementable programmes and standard practices at national level.
* Support Renal population-based planning, monitor capacity issues increased patient number/ trends support the identification of resourcing and levels of funding to meet expanding patient and service needs.
* Plan and support the rollout and deployment of Kidney Disease Clinical Patient Management System (KDCPMS known as EMED) across all centres of renal care. The Renal Clinical Information Board (RCIB) is the National Strategic Steering Group for monitoring the development and implementation of the KDCPMS
* Hold delegated budgetary responsibility and be accountable for ensuring that the Programme operates within agreed service levels and budget and is delivered to the highest best practice standards in terms of value for money
* Work with Clinical Lead and Programme Governance and Implementation structure to scope and prioritise service improvement and design at national and regional level to support the delivery of the agreed programme of work and to support the quality and ongoing enhancement of renal services across hospital and community settings.
* Develop annual programme plans to provide a structured approach to progress on a regional and national level the agreed aim and objectives of the programme. This should include quantifiable outcomes as measures to indicate progress against the agreed objectives.
* Monitor and review progress of the programme and report as required to various programme and national forums.
* Lead on the development and implementation of service improvement plans as assigned, including development of business cases and investment proposals for service redesign
* Support the Clinical Lead with development of programme plans, identifying work-streams, key milestones, deliverables and programme management resource time requirements
* Participate in the development and implementation of Key Performance Indicators (KPIs), Winter Planning, Service Plans, emergency transport, Holiday dialysis etc.
* Attend and participate in Service Performance meetings relating to response to patients, service improvement, forecasting, and planning.
* Work with Clinical Lead and National Clinical Advisor and Group Lead (NCAGL) to manage funding and external resources allocated to relevant programmes and ensure that costs incurred are within approved allocation and monitored against plans.
* Evaluate and make recommendations on proposals, which have funding implications.
* Participate and facilitate site visits and quality improvement meeting with units nationally.

**Managing and Delivering Results (Operational Excellence)*** Provide effective leadership and staff management in a challenging and busy environment including service innovation/ improvements
* 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 objectives
* Confident representative of the organisation, ensuring alignment with strategic goals. experienced in deputising and managing difficult conversations with stakeholders.
* Reconciling priority needs against available resources and opportunities by ensuring the delivery of services within allocated resources. ·
* Participate on the Procurement and Evaluation Teams for the procurement of National and Regions renal services, participate in operational review meetings to consider the standard of the services provided to the standards specified and advised by the NRO.
* Proactively engage in the development of digital IT and technology solutions to support service delivery
* Keep up to date with developments within the HSE, the Irish Health Service and global home support market
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.

**Team leadership, People Development and Support*** Promote and implement a safe, productive and healthy work environment within the NRO and supervise and enable team members to carry out their responsibilities to deliver the new remit for the NRO. ·
* Manage the performance of staff assigned and promote the development of staff to maximise potential in line with personal and organisational goals
* Assign workstreams and programmes of work to team members to facilitate the delivery of the NRO’s annual programme of work
* Review the conduct and completion of assignments of staff in accordance with the operational plan and expected quality standards.
* Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships.
* Identify and agree training and development needs of team and design plan to meet needs. Deal with underperformance in a timely and constructive manner.
* Conduct regular staff meetings to keep staff informed and to hear views. · Keep in touch with workloads of staff members to gauge levels of stress and morale in the team.
* Engage in the HSE performance achievement process in conjunction with you Line Manager and staff as appropriate.
* Ensure that staff resources are managed in accordance with HSE policies and procedures and prevailing employment law. Manage attendance at work and expense requests in accordance with the HSE’s policies and procedures through its IT system (NISRP)

**Stakeholder Engagement & Communications** * Work with the Clinical Lead and healthcare colleagues to collect, evaluate, document and communicate clinical and service evidence and best practice both internationally and locally to inform service design, outputs and outcomes
* Support the Clinical Lead in designing, with multidisciplinary input, models of care, clinical pathways and clinical guidance that address population health needs and national priorities, while ensuring alignment with other HSE Centre functions and regional structures to avoid duplication or fragmentation.
* Provide, timely, factually correct briefs/responses that are evidence and data-informed, including, but not limited to Parliamentary Affairs (PQ/REP) responses, FOI matters, DOH briefing papers, HSE Senior management briefings/HSE Board and any other requests, as defined by CDI and HSE Parliamentary Affairs Division.
* Manage, on behalf of the Clinical Lead, assigned programme planning cycles, corporate reporting, reviews, risks and issues, change requests, dependencies, lessons learned and resource planning for delivery of work-packages.
* Ensure all programme related documents and outputs which require approval are progressed in accordance with appropriate governance models, governing policies and 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 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/)1. **Professional Qualifications, Experience, etc**

Eligible applicants will be those, who on the closing date for the competition:1. Are employed at General Manager Grade (grade code 0041) level who are reassigning to the above role.

**And**1. Have significant experience of working at senior management level, within a corporate or service planning or business planning role and / or function within a large scale multi stakeholder environment, as relevant to the role.
2. Have experience of managing and working collaboratively cross functionally with multiple internal and external stakeholders in pursuing the objectives of the organisation, as relevant to this role.
3. A proven ability to develop, manage and deliver effective programmes of work, both through themselves and through others.
4. 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.
5. **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. 1. **Character**

Each candidate for and any person holding the office must be of good character. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience***Demonstrates***:*** Knowledge of the HSE, the broader health service structure, HSE reform and the current key challenges and developments in the Health Service
* Experience working across both acute and community services
* Experience of setting direction and delivering improvements across complex clinical programmes.
* Knowledge and experience of managing high complexity administrative processes, as relevant to this role
* Expertise in translating national health policies and legislation into actionable, evidence-based deliverables with clear objectives, outcomes, and measurable impact
* Knowledge and experience of project and programme management.
* Detailed knowledge of the issues, developments and current thinking on best practice in relation to healthcare delivery and reform.
* Knowledge of relevant HSE policies and legislation as relevant to the role e.g. National Financial Regulations, HR policies and procedures, FOI Acts, Data Protection Acts etc.
* Significant experience of working collaboratively with multiple stakeholders in delivering results.
* The ability to listen to contrary views and consider all insights and contributions in the management of service delivery.
* Effective communication skills including: the ability to present information in a clear and concise manner; the ability to facilitate and manage groups; the ability to give constructive feedback.
* Excellent analytical and report writing skills and the ability to produce reports to publication standard
* Experience of professional writing e.g. reports, PQs, briefing papers etc.
* Excellent MS Office skills to include, Word, Excel, PowerPoint and outlook

**Leadership and Direction** *Demonstrate*s**:*** An effective leader and a positive driver for change including the ability to organise and motivate teams to the confident delivery of excellent services and service outcomes.
* Demonstrates strategic thinking and strong leadership, with the ability to influence and negotiate effectively with multiple stakeholders, and secure buy in to drive successful implementation of plans and objectives.
* Evidence of strategic management skills including service planning, managing own work and that of others, delegating appropriately within the resources available.
* The ability to work independently as well as work with a wider multidisciplinary team in a complex and changing environment.
* The ability to set team targets and to use influencing and negotiating skills to achieve high standards of service.

**Critical Analysis, Problem Solving and Decision Making***Demonstrate*s**:*** The ability to rapidly assimilate and analyse complex information; considering the impact of decisions before taking action; and anticipating challenges.
* The ability to consider the range of options available, involve other parties at the appropriate time and level to make balanced and timely decisions.
* Effective problem-solving capacity in complex work environments.
* The ability to think strategically, with strong analytical and judgement skills.
* A capacity to develop new proposals and put forward solutions to address problems in a timely manner.

**Managing & Delivering Results (Operational Excellence)***Demonstrate*s:* A proven ability to prioritise, organise and schedule a wide variety of tasks and to manage competing demands and tight deadlines while consistently maintaining high standards and positive working relationships.
* Evidence of strategic management skills including service planning, managing own work and that of others, delegating appropriately within the resources available.
* A capacity to negotiate and then ensure delivery on stretched objectives.
* The ability to take personal responsibility to initiate activities and drive objectives through to a conclusion.
* Strong focus on achieving high standards of excellence and measurement of performance.
* Evidence of effective planning and organising skills including awareness of resource management and importance of value for money.
* The ability to manage deadlines and effectively handle multiple tasks.

**Communication and Interpersonal Skills***Demonstrate*s**:*** Excellent interpersonal and communications skills to facilitate work with a wide range of individuals and groups.
* The ability to present information clearly, concisely and confidently in speaking and in writing.
* A track record of building and maintaining key internal and external relationships in achieving organisational goals.
* An ability to influence and negotiate effectively in furthering the objectives of the role.
* Strong writing skills with the ability to produce professional documents to publication standard.

**Personal Commitment and Motivation***Demonstrate*s**:*** Strong personal emphasis on achieving high standards of excellence and willingness to take personal responsibility to initiate activities and drive objectives through to a conclusion.
* Is self-motivated and shows a desire to continuously perform at a high level.
* Be capable of coping with competing demands without a diminution in performance.
* A willingness to learn from experience and to identify opportunities to further grow and develop.
* Is driven by a value system compatible with the aims and ethos of the HSE.
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| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role as the post will involve travel.
* Flexibility in relation to working hours is also required to meet any urgent needs that may arise.
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| **Campaign Specific Selection Process****Ranking/Shortlisting / Interview** | Applications should be made by CV, together with a brief statement clearly indicating your relevant experience by email to HR.CDI@hse.ie “**General Manager, National Renal Office”** in the subject matter.The closing date for receipt of applications is **Wednesday, 1 October 2025 at 12 noon**A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application. 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 recruitment process. **This position is being filled based on a reassignment/secondment; therefore, if the successful candidate selected through this process cannot obtain the support for their release from their position with their substantive employer, then unfortunately the candidate must be deemed ineligible.** |
| **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 description may be reviewed.In particular, CDI, Office of the Chief Clinical Officer, reserves the right to reassign the successful post holder to other programmes and related projects, based on the on-going operational needs of the Function.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. |