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**Grade VIII, Business Manager**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade VIII, Business Manager(*Grade Code: 0655)*  |
| **Campaign Reference** | NRS14566 |
| **Closing Date** | Monday, 20th October 2025 at 12:00PM |
| **Proposed Interview Date (s)** | Proposed interview dates will be indicated at a later stage. Please note you may be called forward for interview at short notice. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | There are currently **six** permanent whole-time vacancies available (with initial assignment to the Office of the National Director, Capital & Estates), one in each of the following Health Regions:**Capital & Estates, HSE Dublin and North East*** Bective Street, Kells

**Capital & Estates, HSE Dublin and South East*** Carrickmines, Dublin

**Capital & Estates, HSE Dublin and Midlands*** Cherry Orchard Hospital, Dublin

**Capital & Estates, HSE West and North West*** Merlin Park, Galway

**Capital & Estates, HSE Mid-West*** Holland Road, Limerick

**Capital & Estates, HSE Southwest*** 1st Floor, Block 2, St. Finbarr’s Hospital, Douglas Road, Cork

Six separate panels may be formed as a result of this campaign for **Grade VIII**, **Business Manager, Capital and Estates** (one for each named Health Region above) from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.   |
| **Informal Enquiries** | * **Capital & Estates**, **HSE Dublin and Midlands, Cherry Orchard Hospital, Dublin**

Paul Flood – **Email:** **Paul.flood@hse.ie** * **Capital & Estates, HSE Dublin and South East, Carrickmines, Dublin**

Dorota Nieznanska - **Email:** **Dorota.Nieznanska@hse.ie*** **Capital & Estates, HSE Dublin and North East, Bective Street, Kells**

Selina Kavanagh - **Email:** **Selina.Kavanagh@hse.ie*** **Capital & Estates, HSE West and North West, Merlin Park, Galway**

Niall Colleary – **Email:** **Niall.Colleary@hse.ie*** **Capital & Estates, HSE Mid-West, Holland Road, Limerick**

Joe Hoare – **Email: Joe.hoare@hse.ie*** **Capital & Estates, HSE South West, Cork University Hospital**

 Daniel Clifford – **Email:** **Daniel.Clifford@hse.ie**  |
| **Details of Service** | The HSE is responsible for the planning and delivery of health, social and personal services across the full range of care programmes in the Irish healthcare system. The Healthcare estate is a key resource supporting the delivery of quality healthcare. Effective management of the estate is central to providing a quality and safe environment for both users and staff. Ensuring value for money in respect of developing and operating the health estate is a key priority for the HSEThe Capital & Estates (C&E) function provides a range of professional, technical, project management, and related services in respect of the procurement, development, operation and maintenance of the health service’s physical infrastructure, which includes buildings, plant and equipment. These services include briefing, specification, design, project management, procurement, contract implementation, equipping and commissioning associated with major and minor capital building and refurbishment works, together with risk and asset management, property services, fire protection, Health and Safety, etc.  |
| **Reporting Relationship** | The Grade VIII, Business Manager will report directly to the Assistant National Director, Capital & Estates, or other nominated manager. |
| **Key Working Relationships** | Capital & Estates Senior ManagementCapital & Estates National & Regional OfficesRegional Executive Officer National DirectoratesDepartment of Health Colleagues  |
| **Purpose of the Post**  | To effectively provide managerial and administrative support to the office of the Assistant National Director, Capital & Estates and in particular to manage the day to day business operations of the department. The role will include both service delivery and service development and the post holder will play a key role in assisting with strategic planning for the department as a whole to include developing and defining business strategies and long term vision and direction for the department through the alignment of strategy and processes.  |
| **Principal Duties and Responsibilities** | The position of Grade VIII, Business Manager occupies a pivotal role within the Capital & Estates (C&E) The position encompasses both managerial and administrative responsibilities and will be responsible, under the direction of the Assistant National Director or his nominee, for providing a business management support function within the Assistant National Directors Office. The post encompasses the following areas of responsibility:**Strategic and Operational Management** * Provide administrative management support to the Assistant National Director – Capital & Estates in the performance of assigned functions.
* Ensure the Assistant National Director is fully supported in the performance of their role by providing high quality executive support including office management services and administration support.
* Ensure that measurable objectives including KPI’s are identified to assist in implementation of the departments business plan objectives and identify best approaches for achieving those goals to ensure a planned and systematic approach
* Provide support in monitoring and reviewing activity against business plans.
* Ensure the efficient day-to-day administrative operation of the Office of the Assistant National Director, including management and supervision of assigned staff.
* Provide professional, confidential senior secretariat support if and when required.
* Take initiative actions to track, monitor and report on project timeline.
* Take ownership of the management of an action log including relevant follow up of all actions assigned to the Assistant National Director
* Critically review, proof read and edit documentation including papers, reports, briefing notes, correspondence as required
* Manage all requests for information and data to the Office of the Assistant National Director , including but not limited to Press Queries, Freedom of Information requests, Parliamentary Questions , data requests and internal HSE information requests
* Liaise with all relevant parties to collate, validate and provide information as it relates to Capital & Estates to respond to communication requests received
* Ensure the Capital & Estatesregionally, meets its obligations as they relate to the payment of all invoices both capital & revenue, and oversee management of relevant capital & revenue budgets effectively in conjunction with the Assistant National Director and relevant staff
* Liaise with Corporate Capital & Estates offices and ensure all policies and procedures as relevant to Capital & Estates South West are implemented locally**.**
* Ensure the execution and reporting of all assignments is in accordance with agreed plans, budgets, and timelines.

**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
* Manage the performance of staff, dealing with underperformance in a timely and constructive manner
* 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
* Pursue and promote continuous professional development in order to develop leadership and management expertise and professional knowledge.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.

**Standards, Policies, Procedures & Legislation*** Effectively discharge the day to day operations of the department , including compliance with HSE National Financial Regulations and all relevant HSE and Capital & Estates policies and procedures
* Contribute to the development of policies and procedures and ensure 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. Financial Regulations, Health & Safety Legislation, Employee and HR Legislation, FOI Acts, GDPR etc .

**Service Delivery and Service Improvement*** Ensure accurate attention to detail in own work and work of team.
* Ensure processes and procedures for the effective discharge of the C&E department’s day to day operations are implemented
* 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.
* 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.
* Monitor efficiency of service provided by team, identify and implement changes to the administration of the service where inefficiencies arise.
* Manage and promote a quality internal and external service delivery, developing and maintaining good working relationships with key stakeholders.
* Ensure optimum use of resources in line with current best practice.
* Adequately identify, assess, manage and monitor risk within own area of responsibility.
* Act as spokesperson for the Organisation as required.
* Demonstrate pro-active commitment to all communications with internal and external stakeholders.
* 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** | **Candidates must have at the latest date of application**:* Significant operational experience at a senior level to include business management within a civil or public service environment or comparable and relevant business environment of equivalent complexity, as relevant to the role.
* Significant experience in managing a team, as relevant to the role.
* Significant experience in professional writing, which has included some or all of the following: condensing major reports, preparing responses to Parliamentary Questions, media queries, FOI responses, Data Protection responses etc, as relevant to the role.
* Experience in working collaboratively with multiple internal and external stakeholders, as relevant to the role.
* 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.

**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. |
| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role.
* Flexibility in relation to working hours to fulfil the requirements of the role.
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| **Additional eligibility requirements** | **Citizenship Requirements** Eligible candidates must be: 1. EEA, Swiss, or British citizens

**OR**1. Non-European Economic Area citizens with permission to reside and work in the State

Read Appendix 2 of the Additional Campaign Information for further information on accepted Stamps for Non-EEA citizens resident in the State, including those with refugee status.To qualify candidates must be eligible by the closing date of the campaign.  |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience** Demonstrates:* Knowledge of Capital & Estates policies and procedures, in particular the Capital Projects Manual and Approvals Protocol, Property Protocol, Sustainability Strategy.
* Knowledge of the wider health service environment including a good knowledge of HSE reform
* Experience in the co-ordination and management of large volumes of work, and responding to tight deadlines.
* Experience in communicating project information and technical updates to internal and external stakeholders.
* Knowledge and understanding of key HSE policies and procedures and strategies relevant to the role
* A clear understanding of service improvement methodologies.
* Knowledge and understanding of delivering effective and efficient business management systems and services
* Knowledge and understanding of compiling data and producing detailed reports as relevant to the role
* Excellent MS Office skills to include, Word, Excel, Outlook and PowerPoint.

**Managing and Delivering Results (Operational Excellence)**Demonstrates:* The ability to prioritise, organise and schedule a variety of tasks and to manage competing demands and tight deadlines while consistently maintaining high standards.
* Evidence of effective project planning and organisational skills including an awareness of resource management and the importance of value for money.
* The ability to improve efficiency within the working environment and the ability to evolve and adapt to a rapid changing environment
* A capacity to operate successfully in a challenging environment while adhering to various standards.
* Ability to take personal responsibility to initiate activities and drive objectives through to a conclusion
* Adequately identifies, manages and reports on risk within area of responsibility.

**Critical Analysis, Problem Solving and Decision Making**Demonstrates:* The ability to consider the range of options available, involve other parties at the appropriate time and level to make balanced and timely decisions.
* The ability to evaluate complex information from a variety of sources and make effective decisions
* Excellent analytical skills to enable analysis, interpretation of data and data extraction from multiple data sources
* Anticipates problems and recognises when to involve other parties (at the appropriate time and level)
* Significant experience in effective operational problem solving utilising an inclusive approach which fosters learning and self-reliance amongst teams
* A capacity to develop new proposals and put forward solutions to address problems in a timely manner.

**Leadership, Direction & Team working**Demonstrates:* The ability to work both independently and as part of a team
* Strong teamwork skills including the ability to build and maintain relationships in working as part of a multi-disciplinary and multi-stakeholder environment
* Evidence of being a positive agent of change and performance improvement
* Ability to work with multi-disciplinary team members and other stakeholders to facilitate high performance, developing and achieving clear and realistic objectives
* An ability to influence and negotiate effectively in furthering the objectives of the role.
* Effective leadership in a challenging and busy environment including a track record of innovation/improvements

**Communication and Interpersonal Skills**Demonstrates:* The ability to interact in a professional manner with other staff, business managers and other key stakeholders.
* 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 when speaking and in writing tailoring to meet the needs of the audience.
* Excellent presentation skills.
* Excellent written communication skills including the ability to produce professional reports.
* Excellent people skills and the ability to achieve “buy-in” from major stakeholders

**Commitment to providing a quality service** Demonstrates:* Evidence of interest and passion in engaging with and delivering on better outcomes for service users
* An ability to cope with competing demands without a diminution in performance
* Demonstrably identifies with and is committed to the core values of the HSE and places a high emphasis on achieving standards of excellence
* An ability to cope with competing demands without a diminution of performance
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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. |
| **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 VIII, Business Manager**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancies available are **permanent** and **whole time.** The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage. Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration** | The Salary scale for the post is (as at 01/08/2025)€82,258 - €82,997 - €86,243 - €89,502 - €92,736 - €95,983 - €99,213New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Working Week** | The standard weekly working hours of attendance for your grade are **35** hours per week. Your normal weekly working hours are **35** hours. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full time equivalent.You are required to work agreed roster/on-call arrangements advised by your Reporting Manager. Your contracted hours are liable to change between the hours of 8.00am and 8.00pm over seven days to meet the requirements for extended day services in accordance with the terms of collective agreements and HSE Circulars. |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004. |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.***\* Public Servants not affected by this legislation:***Public servants joining the public service or re-joining the public service with a 26-week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants, joining the public service or re-joining the public service after a 26-week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **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. All Mandated Persons under the Children First Act 2015, within the HSE, are appointed as Designated Officers under the Protections for Persons Reporting Child Abuse Act, 1998. Mandated Persons such as line managers, doctors, nurses, physiotherapists, occupational therapists, speech and language therapists, social workers, social care workers, and emergency technicians have additional responsibilities. You should check if you are 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.  |
| **Ethics in Public Office 1995 and 2001** | Positions remunerated at or above the minimum point of the Grade VIII salary scale are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below: A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive Officer not later than 31st January in the following year.B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of the HSE and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive Officer. C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the [Standards Commission’s website](https://www.sipo.ie/). |

1. A template SSSS and guidelines are available on [writing your site or service safety statement](https://www2.healthservice.hse.ie/organisation/national-pppgs/writing-your-site-or-service-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)