

**Senior Human Resource Officer**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Senior Human Resource Officer  *(Grade Code: 0582)* |
| **Campaign Reference** | NRS14702 |
| **Closing Date** | Thursday 17th July 2025 at 12:00 pm |
| **Proposed Interview Date (s)** | Proposed interview dates will be indicated at a later stage. 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** | There is currently one permanent and whole-time vacancy available within Corporate Estates Office, Capital & Estates, Sir Patrick Dun’s Hospital, Lower Grand Canal Quay, Dublin 2.  *The Head of Human Resources (Capital & Estates) is open to engagement as regards the expected level of on-site attendance at Corporate Estates Office in the context of the requirements of this role and the HSE’s Blended Working Policy.*  A panel may be formed as a result of this campaign for **Corporate Estates Office, Capital & Estates** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Ms Johanne Connolly, Head of Human Resources – Capital & Estates  **Email:** [johanne.connolly@hse.ie](mailto:johanne.connolly@hse.ie)  **Mobile:** 087 7187516 |
| **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.  Capital and Estates 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 HSE  The corporate Capital & Estates function has overall responsibility for developing and implementing relevant Estate policies, including the preparation and delivery of the HSE multi-annual Capital Plan.  The Capital & Estates 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 post holder will report to the Head of Human Resources, or nominated manager. |
| **Key Working Relationships** | Capital & Estates Management  Capital & Estates Regional Estate Managers  Capital & Estates Regional Business Managers  National HSE HR Division  National Recruitment Service  HR Managers – National Divisional level |
| **Purpose of the Post** | The Senior Human Resource Officer will be responsible for the implementation of efficient HR processes across all Capital & Estates.  The Senior Human Resource Officer will advise managers as to best practice in Human Resource related issues in line with HR policies, protocols and procedures. This responsibility will include participation in recruitment and retention initiatives, employee relations, workforce planning, performance achievement, staff engagement and any other HR Projects / Initiatives which may be assigned from time to time. |
| **Principal Duties and Responsibilities** | The position of Grade VII encompasses both managerial and administrative responsibilities:  **Leadership and Accountability**   * Responsible for the management of all HR matters within the HR function. * Ensure implementation of HR policies, procedure and best practice across Capital & Estates. * Keep the Head of Human Resources informed of issues/developments within the human resource function of Capital & Estates. * Promote a safe working environment in accordance with Health and Safety legislation * Act as a change agent and model for embracing change * Provide support to line management in the implementation of change * Provide professional HR support and advice on a wide range of complex, specialist issues, in a timely and accurate manner. * Support the performance and analytics HR function to add value and contribute to the overall effectiveness of HR services. * Proactively identify potential issues before they become a problem, taking preventative action in accordance with statutory and HR requirements * Perform such additional duties as may be assigned from time to time, as appropriate.   **Administration**   * 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 team knows how to action them. * Gather information from a variety of sources to ensure decisions are in line 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. * Keep up to date with current literature and Human Resources best practice * Attend seminars and training programmes as appropriate to the role   **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**   * Ensure HR records are maintained to include relevant data for legal, HR and financial purposes * Play a key role in assisting with the recruitment process in collaboration with the National Recruitment Service and other relevant departments. * Assist managers in maintaining a staff development and feedback system, which will include personal and professional development as applicable. * Implementation of Absence Management Policy in association with the managers. * Liaise with SAP HR team in relation to developments with the HR System. * Maintain key HR metrics agreed for Capital & Estates and other metrics as required. * Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate. * Provide supervision and line management to assigned staff, as required.   **Employee Relations**   * Advise and support Managers on published policy relating to processes for dealing with staff grievances, handling disciplinary matters or negotiating on conditions of employment as set out in HR policies, practice and procedures. * Support the Head of Human Resources in relation to all employee relations issues and link with the Corporate Employee Relations Service, as appropriate   **Recruitment, Staffing and Workforce Planning**   * Ensure HR recruitment policies and procedures are implemented in an efficient manner. * Support the Head of HR in the development of Capital & Estates workforce planning. * Ensure the appropriate management of employment contracts for all employees at Capital & Estates in conjunction with recruitment services. * Working with Line Managers and the Finance Manager to assist in the appropriate management of pay bill monitoring and employment control in line with the HSE’s Paybill Management and Control Framework. * Collaborate with stakeholders regarding all relevant issues including development of management reports. * Represent Capital & Estates at external forums as required and as appropriate.   **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.   **Staff Development**   * Support service managers to identify the training needs of staff to meet the needs of Capital & Estates. * Manage staff training reports * In association with HSELand.ie participate in the setting up, monitoring and recording of training programmes. * Assist with the development of the learning and development prospectus for staff.   **Special Projects**   * The post holder may be allocated special projects, as required   **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**  (a) Eligible applicants will be those who on the closing date for the competition:  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** | * Significant experience of working in a human resources role within a Health or Social Care   Setting which has included; implementing HR policies and procedures, employee relations, performance management and the provision of a HR advisory service.   * Experience of working in a busy office environment which has involved managing and delivering multiple concurrent pieces of work within tight deadlines |
| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role as there may be a requirement to travel to other sites for meetings. * Flexibility in relation to working hours to fulfil the requirements of the role |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**   * Knowledge of employment legislation as it relates to the role and to the People Management Legal Framework. * Knowledge and understanding of HSE recruitment processes * Knowledge of relevant HR policies and procedures. * Knowledge of the Performance Achievement process within the HSE. * Knowledge and understanding of the SAP system. * Knowledge of the health service including a good knowledge of HSE reform. * Capacity to operate successfully in an operational environment whilst adhering to quality standards. * 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**   * 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**   * 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**   * 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**   * 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**   * 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 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. | |

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| **Tenure** | The current vacancy available 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  €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 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-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)