

**National Travel and Subsistence Service Support Officer (Grade VI)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | **National Travel and Subsistence Service Support Officer (Grade VI)***(Grade Code: 0574)* |
| **Campaign Reference** | **NRS14708** |
| **Closing Date** | **12:00 Wednesday 9th July 2025** |
| **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** | There is currently one permanent whole-time vacancy available in National Travel and Subsistence Service, Unit 7C, Lough Sheever Corporate Park, Mullingar, Co. Westmeath.A panel may be formed as a result of this campaign for **National Travel and Subsistence Service Support Officer (Grade VI) within FSS Payroll, Finance Shared Services** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Mary Ward Fallon, Operations Manager, National Travel & Subsistence Unit, Business Support Services, Finance Shared Services**Email:** mary.wardfallon@hse.ie**Mobile:** 087 1182805. |
| **Details of Service** | HSE Finance Shared Services (FSS), National Finance Division (NFD) carries full operational accountability and responsibility for the delivery of a large range of support functions to the health system with the core objective of delivering these services efficiently and of a high standard thus allowing frontline services to focus on patient care delivery.Finance Shared Services provide key financial and business services to our customers across the HSE.  We are also a key stakeholder in both the Finance & Procurement (IFMS), and HR & Payroll (NiSRP) Reform Programmes, which will standardise our systems and processes, and transform our ways of working over the next 5 -10 years.The aim of Finance Shared Services, NFD is to deliver a customer-focused finance shared service to support frontline health service delivery.The seven main functions within FSS, NFD are:1. Payroll Services
2. Payment Services
3. General Accounting
4. Financial Reporting
5. Business Support Services
6. Income Services
7. FSS Project Office - IFMS (Integrated Financial Management System) Project Team

The following key objectives of Finance Shared Services (FSS) are to deliver:* The optimum in cost-effective, high-quality services.
* Demonstrate improvement in quality and timeliness of financial information with a customer focus.
* Drive centralised standardised and consistent processes, which are cost efficient and compliant with policies/legislation/National Financial Regulations.
* Delivering economies of scale.
* Freeing capacity to support front-line clinical activities.

**The National Travel and Subsistence (NTS) unit** was established to oversee and support travel and subsistence claims processed through the Employee Self Service (ESS) system. The NTS Unit plays a pivotal role in strengthening financial governance and promoting compliance with HSE National Financial Regulations (NFRs)—specifically NFR B4 (Travel & Subsistence). This includes conducting reviews, overseeing adherence to policy, and contributing to process improvements through national collaboration.Additionally, the service will produce analytical reports on travel and subsistence activities. As the unit evolves, its scope of services may expand to meet emerging needs. |
| **Reporting Relationship** | The post holder will report to the Operations Manager of National Travel and Subsistence Service, Finance Shared Services. This reporting relationship may change in line with organisational restructuring. |
| **Key Working Relationships** | In executing the duties of this role, the successful applicant will work with the following key working relationships:* HSE Payroll Managers, FSS, NFPD
* Business Support Services, FSS, NFPD
* Internal and External – Services Users i.e. Regional Health Areas & Corporate to include S38’s
* FSS NFPD – to include all 10 functions
* National Payroll colleagues
* C & AG (External) & Internal Audit
* Corporate HR, National Employee Relations (NER), NRS & Finance - HR/IR Contact
* SAP CoE
* HSE Standards and Compliance
* HR Pay Assurance Unit - HRPAU
* NiSRP programme
* HSE Tax Department & HSE Standards and Compliance
* Business Process Councils
* Internal Communications – Media, Communications
* Or any other Stakeholder Engagement applicable

The above list is not intended to be a comprehensive list of the key working relationships.   |
| **Purpose of the Post**  | The post holder will be responsible for providing support in the provision of services within the National Travel and Subsistence Service. This will include assisting in the monthly reporting by assembling, validating, and running reports on a timely basis to a consistently high standard. Working collaboratively with various stakeholders to identify and resolve queries..  |
| **Principal Duties and Responsibilities** | **Administration*** Assisting in the day to day operation of the National Travel and Subsistence Service
* Assist in the development of Action Plans and in the provision of Travel and Subsistence Support to areas/divisions, providing super user support for issues raised by the business
* Assist in the development of best practice communication tools for internal customers.
* Analysing of weekly and monthly SAP HR/Payroll T&S reports, identifying and investigating variances through reporting and audit reviews of T&S expense claims
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* Engagement with approvers of T&S expense claims in relation to review findings.
* Maintain T&S overpayment register
* Resolving Travel and Subsistence queries escalated from the Employee Self Service Helpdesk
* Project related works to include CRM development and reporting
* Completion of month end Travel and Subsistence processes
* Ensure monthly reports are produced in an accurate and timely manner

 and that service levels are maintained for both business processes and presentation of data to senior management.* Ensure SOP’s are maintained
* Analyse, compare and interpret data available through T&S reports.
* Enhancing reporting processes by working with other parties to develop new automated reports. Participate in the design and continuous improvement of monthly reporting
* Ensure deadlines are met and that service levels are maintained
* Working on ad hoc projects as they arise
* Contribute to team effort and assist co-workers as needed to balance workloads.
* Co-ordinating information requirements, to include audits, FOI and PQs.
* To carry out any other duties that may be required from time-to-time

**Customer Service*** Deal with queries raised by internal customers. Encourage and support internal customers through change process. Advise and Promote in the implementation of best practice in line with NFRB4.
* Dealing with Travel and Subsistence queries escalated from the ESS Self Service Helpdesk

**Human Resources / Supervision of Staff*** Ensure an even distribution of workload amongst the team, taking into account absence due to annual leave etc.
* Supervise and ensure the wellbeing of staff within own remit.
* Create and promote a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships.
* Promote cooperation and working in harmony with other teams and disciplines.
* Solve problems and ensure decisions are in line with local and national agreements.
* Identify and agree training and development needs of team and design plan to meet needs.
* Pursue and promote continuous professional development in order to develop management expertise and professional knowledge.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.

**Service delivery and service improvement*** Identify opportunities for improvement and implementation.
* 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.

**Standards, Policies, Procedures & Legislation*** Maintain own knowledge of relevant HSE policies, procedures, guidelines and practices to perform the role effectively and to ensure current work standards are met by own team
* Maintain own knowledge of relevant regulations and legislation e.g. Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts etc.
* Pursue continuous professional development in order to develop management expertise and professional knowledge
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.
* 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 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.
* 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***1. **Eligible applicants will be those who on the closing date for the competition:**
2. 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

Or1. 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.

Or1. Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.

Or1. 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: 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.And1. 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.*\* A list of ‘other statutory health agencies’ can be found* [*here*](http://health.gov.ie/about-us/agencies-health-bodies/)*.*  |
| **Post Specific Requirements** | Experience working in a busy office environment to include production of reports Experience in supervising a team.* Experience working on SAP HR/Payroll systems.
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| **Other requirements specific to the post** | Have access to appropriate transport to fulfil the requirements of the role |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**Demonstrates:* General knowledge of the work of Finance Shared Services within the HSE
* An understanding of financial controls and compliance frameworks, particularly in a transaction-heavy environment
* Proficient in MS Excel with a good working knowledge of spreadsheets and databases, as relevant to the role
* High levels of numerical accuracy and ability
* Knowledge of HSE Financial Regulations
* Working knowledge of finance and/or payroll systems
* Knowledge and experience of month end reporting
* Proficient MS Office skills to include, Word, Excel and PowerPoint
* Knowledge and experience of using an email system effectively e.g. Outlook, Lotus Notes
* Knowledge of the health service and how it works
* Knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role.
* The ability to work in line with relevant policies and procedures.
* Commitment to developing own professional knowledge and expertise.

**Communications & Interpersonal Skills*** Demonstrate excellent communication and interpersonal skills including the ability to present information in a clear, concise and confident manner (verbally and written).
* Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders to assist in performing the role.
* Demonstrate commitment to regular two-way communication across functions and levels, ensuring that messages are clearly understood.

**Planning & Managing Resources*** Demonstrate the ability to effectively plan and manage own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met.
* Prioritises effectively to manage multiple projects concurrently, structuring and re-organising own workload and that of others as needed.
* Demonstrates responsibility and accountability for the timely delivery of agreed objectives.

**Commitment to a Quality Service*** Practices and promotes a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user.
* Proactively identifies areas for improvement and develops practical solutions for their implementation.
* Embraces and promotes the change agenda, supporting others through change and effectively seeing it through.
* 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 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 make sound decisions with a well-reasoned rationale and to stand by these as appropriate.

**Team Working*** Demonstrate an ability to work as part of the team in establishing a shared sense of purpose and unity.
* The ability to work with the team to facilitate high performance, developing clear and realistic objectives.
* Demonstrates leadership; creating a 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.
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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. |



**National Travel and Subsistence Service Support Officer (Grade VI)**

**Terms and Conditions of Employment**

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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 is: (as at 01/03/2025)€56,757, €58,110, €59,761, €62,862, €64,716, **€67,025, €69,341, 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. 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-1)
2. [↑](#footnote-ref-2)