

**Assistant National Director - Performance**

**Planning and Performance**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Assistant National Director – Performance*(Grade Code: 0508)* |
| **Campaign Reference** | NRS14742 |
| **Closing Date** | **Thursday 10th April 2025 at 3:00pm**  |
| **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 vacancy available.The post holder will be based at Dr. Steeven’s Hospital, Dublin 8.A panel may be formed as a result of this campaign for **Assistant National Director - Performance, Planning and Performance,** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.  |
| **Informal Enquiries** | Patrick Lynch, National Director, Planning and PerformanceEmail: planningandperformance@hse.ie Telephone: 01 635 2619 |
| **Details of Service** | The Planning and Performance Directorate is a newly constituted function within HSE Centre, reporting directly to the Chief Executive Officer (CEO) and comprises: **Planning:** Leading the coordination of planning activities across the system and in partnership with Health Regions and other key stakeholders such as Clinical Programmes, National Services and Schemes and Access and Integration and the National Productivity Team, to ensure an integrated approach to planning within a population health context.​**Performance:** Coordinating, supporting and developing systems and processes related to performance management which involves the effective collation, analysis and reporting of performance data and information across the health system for both internal and external stakeholders such as the Senior Leadership Team [SLT], the HSE Board, Board committees, the Department of Health [DOH] and the Department of Children, Disability and Equality [CDE] in line with the HSE’s Performance and Accountability Framework [PAF].  |
| **Reporting Relationship** | Reporting directly to the National Director, Planning and Performance |
| **Key Working Relationships** | **Key Working Relationships:**The post holder will work collaboratively with the following:National Director Planning and Performance, Assistant National Director Planning, Senior Leadership Team, Regional Executive Officers, Regional Directors of Planning and Performance, National Directors – Access & Integration, Chief People Officer, Chief Financial Officer |
| **Purpose of the Post**  | The National Director, Planning and Performance is responsible for leading the HSE’s planning and performance processes.The performance role includes the management and analysis of performance data and information across the health system to support decision making and the management of performance between the Chief Executive Officer [CEO] and the Regional Executive Officers [REOs], the National Director, National Services and Schemes [ND NSS] and the Chief Clinical Officer [CCO]. This includes;The Assistant National Director-Performance, reporting to the National Director will:* Play a critical leadership role in ensuring the development and implementation of systems and processes that will provide critical insight into how the health system is performing, how it is meeting its strategic objectives and ultimately how it is meeting the health and social care needs of the population of Ireland.
* Put in place systems and processes that will support performance management and improvement for the whole health service.
* Lead the national Performance team ensuring that it fulfils the mandate for the performance function by providing a trusted service for the effective collection, analysis and reporting of performance data and information for both internal and external stakeholders such as the Health Regions, National Services, Senior Leadership Team [SLT], the HSE Board, Board committees, the Department of Health [DOH] and the Department of Children, Equality and Disability [CED] in line with the HSE’s Performance and Accountability Framework [PAF].
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| **Principal Duties and Responsibilities** | The Assistant National Director Performance will support the National Director Planning and Performance in the following areas;**Performance****1.1 Performance and Accountability Framework*** Develop the Performance and Accountability Framework [PAF] for the HSE and manage the development and maintenance of Performance Agreements.
* Establish an appropriate and fit for purpose performance management and assurance system that aligns to national and regional requirements and specifically addresses improved access and service integration.

**1.2 Data collection, management and analysis*** Develop systems and processes for integrated performance data collection and management including the automation of these processes. This will include a direct working relationship with the HSE’s Data and Analytics Team to ensure that best in class solutions are in place to support the collection, analysis, access to and reporting of performance data are developed and available.
* Build the capability to bring together and analyse performance data, information and insights from across the health service.
* Identify significant variances in performance and coordinate intelligence, from relevant functions and services, in advance of the national monthly performance meetings.
* Monitor and report performance and variation.
* Ensure that effective performance monitoring, early warning and control systems are in place.
* Provide a ‘trusted’ source that supports data-led decision making.

**1.3 Performance reporting*** Maintain and develop the integrated performance reporting process.
* Prepare the suite of accredited performance reports required by the CEO, SLT including REOs, the HSE Board and Board Committees in meeting their performance accountability and governance responsibilities. [e.g. The National Performance Report, Regional Performance Reports etc] and for external stakeholders including the Departments of Health [DOH] and Children, Equality and Disability [DCED].
* Support the implementation of the Health System Performance Framework Assessment [HSPA].
* Ensure that the National Director and by extension the CEO and Senior Leadership Team are provided with real-time analysis and reporting of current and expected service performance.

**1.4 Key Performance Indicators [KPIs]*** Manage the governance process for designing, approving and / or retiring performance indicators and associated data collection systems.
* Work with the Department of Health on the development of the Health System Performance Assessment framework.

**Leadership and Delivery of Change** * Lead the Performance function to ensure targets are achieved within indicative timelines and budget.
* Work in partnership with the Health Regions, National Services and other HSE Centre functions on areas of performance measurement, reporting and improvement.
* Adopt a strategic and integrated approach to change and improvement in developing project plans in line with the organisational policy on change – Health Services Change Guide [www.hse.ie/changeguide](http://www.hse.ie/changeguide) and other relevant standards.

**Resource/Performance Management*** Lead the Performance Team in all areas the Performance function has responsibility for ensuring opportunities for improvement are continuously identified and implemented.
* Support the data and information requirements of the HSE’s various planning processes including the annual National Service Planning process.
* Ensure the total resource within the Performance function is aligned with and focused on the priorities set by the National Director.
* Ensure effective utilisation of resources and ensure that budgetary and performance targets are met in accordance with the National Service Plan.
* Engage fully in the HSE’s Performance and Accountability and Performance Achievement process.

**Quality and Risk*** Ensure that services are planned and commissioned in compliance with HIQA standards and other statutory requirements and in line with best clinical practice.
* Lead on continuous service improvement planning and drive sustainable implementation of service improvement programmes.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility. Ensure the proper management of risk including contingency and emergency planning.
* 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.
* **Building & Maintaining Relationships and** **Communication**
* Cultivate effective relationships with colleagues in the HSE Regions, National Services and HSE Centre and with external stakeholders.
* To act as spokesperson for the Organisation as required.
* Actively promote a commitment to effective communications and engagement with internal and external stakeholders to deliver on the objectives and priorities of the Performance function.

**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:*** Extensive experience at a senior leadership level in either health or social care delivery or other comparable and relevant business environment of equivalent complexity, as relevant to this role.
* Significant strategic leadership experience in the development and implementation of performance management and assurance systems, in a distributed and highly complex organisation, or other relevant and highly complex organisation, as relevant to this role.
* Significant experience in the development of processes for integrated performance data collection, measurement, management and reporting to include the provision of performance insights and the automation of these processes, as relevant to this role.
* Experience of managing and working collaboratively with multiple internal and external stakeholders and proven ability to collaborate and work effectively with external service delivery partners within well-structured governance relationships, as relevant to this role.
* Possess 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** | * Flexibility in relation to working hours to fulfil the requirements of the role
* Access to appropriate transport to fulfil the requirements of the role
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience** Demonstrates:* Significant experience in the implementation of planning and performance improvement strategies which should include management and measurement of system performance and service improvement.
* A good knowledge of the issues and developments and current thinking in relation to best practice in health and social care services, policy and delivery.
* A well-developed knowledge of the key challenges and issues across the health system.
* A good understanding of the HSE’s strategic reform and innovation agenda, as per Sláintecare and the resultant organisational structure that aligns healthcare governance at regional level, within a strong national framework to enable better co-ordination and improved performance across health and social care services.
* A good understanding of risk, information technology, financial management, governance and accountability.
* Experience of corporate governance and risk management.
* Significant knowledge and experience of multidisciplinary working as relevant to the role.
* Significant experience of engaging at Senior Management Team and Board Level, as relevant to the role.
* A good understanding of the public service regulatory and legislative framework in Ireland.
* Knowledge and experience of application of evidence based decision making practices and methodologies.
* A general knowledge of the legal, clinical and corporate governance framework of the HSE.

**Leadership and Delivery of Change**Demonstrates:* Is an effective leader and a positive driver for change; transforms the vision into a framework and structures for moving forward.
* 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 corporate objectives.
* A track record of service innovation and delivery in a challenging environment.
* Strong results focus and ability to achieve results through collaborative working, including external stakeholders.
* Leadership and team management skills including the ability to work with multi-disciplinary team members, internal and external stakeholders.

**Managing and Delivering Results (Operational Excellence)** Demonstrates:* The ability to adequately identify, assess, manage and monitor risks within their area of responsibility.
* The ability to develop / implement strategic action plans and programmes.
* Commits a high degree of energy to well directed activities and looks for and seizes opportunities that are beneficial to achieving organisation goals.
* Perseveres and sees tasks through.
* Champions measurement on delivery of results and is willing to take personal responsibility to initiate activities and drive objectives through to a conclusion.
* The ability to develop strategies/policies.
* Places strong emphasis on achieving high standards of excellence.

**Building and Maintaining** **Relationships/Communication Skills** Demonstrates:* Possesses highly effective interpersonal and communication skills to establish and develop trust based, high-stake partnerships and relationships with a range of external partners and stakeholders.
* Is capable of promoting organisational cohesion and the pursuit of excellence through first-class relationship management practices throughout all levels of the service.
* Has a strong results focus and ability to achieve results through collaborative working.
* Is committed to working co-operatively with and influencing senior management colleagues to drive forward the reform agenda.
* Is committed to building a professional network to remain up-to-date with and influence internal and external politics.
* Has the ability to support the development of an effective team.
* Has the ability to communicate ideas, positions and information clearly and convincingly in a manner that is sensitive to wider issues and has the ability to advocate for and negotiate positions which allow for the on-going improvement of services.

**Critical Analysis and Decision Making** Demonstrates:* The ability to operate as an effective strategic and tactical thinker.
* Ability to provide significant input to operational and strategic decision making.
* Looks critically at issues to see how things can be done better.
* The ability to analyse and evaluate, in a rational objective, consistent and systematic manner, a range of complex information to identify the core issues and arguments that are most salient to the situation at hand.
* The ability to challenge effectively and to maintain the highest levels of professional integrity in challenging circumstances.
* Is willing to take calculated risks and consider the range of options available to support improved change practices.
* Makes timely decisions and stand by those decisions as required.

**Personal Commitment and Motivation**Demonstrates:* Understands, identifies with and is committed to the core values of the HSE.
* Demonstrates a strong willingness and ability to operate in the flexible manner that is essential for the effective delivery of the role.
* Demonstrates a commitment to and focus on quality, promotes high standards to improve patient outcomes, by involving patients and the public in their work.
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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. |

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 **Assistant National Director - Performance**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is permanent 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) is:€119,983 - €125,053 - €130,216 - €135,478 - €140,830 - €146,287 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.  |
| **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://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)