

**Grade VII**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade VII *(Grade Code 0582)* |
| **Campaign Reference** | NRS14768 |
| **Closing Date** | Monday 12th of May 2025 12:00 pm |
| **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** | **Payroll Services, Finance Shared Services (FSS), National Finance and Procurement Division**There are currently four permanent and whole-time vacancies available, one in each of the following Payroll Operations (or National Services) locations:* FSS Payroll, North East, Bective Street, Kells - **HSE Payroll Midlands East**
* FSS Payroll, South East, Laken, Dublin Road, Kilkenny - **HSE Payroll South**
* FSS Payroll, South, Aras Slainte, Wilton Road, Cork - **HSE Payroll South**
* FSS Payroll, Midwest, Pery Street, Limerick - **HSE Payroll West**

A panel will be formed as a result of this campaign for **Grade VII, Payroll Services, Finance Shared Services, National Finance and Procurement Division** from which current and future, permanent and specified purpose vacancies of full-time duration may be filled. |
| **Informal Enquiries** | **HSE Payroll Midlands East:** Melanie Cahill, Operations Manager, Email: **melanie.cahill@hse.ie**Mobile: 08**7 4744367** **HSE Payroll South:** Petrina Murphy, Operations Manager, Email: **petrina.murphy@hse.ie**Mobile: 08**7 1523028****HSE Payroll West**: Marian Quinn, Operations Manager, Email: [**mariana.quinn@hse.ie**](file:///C%3A%5CUsers%5Crbartlet%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CINetCache%5CContent.Outlook%5C4A6WOWUT%5Credir.aspx%3FREF%3DVxN5g4vBByHhZ0IQ7ssWn1e5kDACbE0IprKiRPFWVWG9FLQXIYzUCAFtYWlsdG86bmlhbGwuam95Y2VAaHNlLmll)Mobile: 087 4157669**HSE Payroll National Services:** Gillian Archer, Operations Manager, Email: **Gillian.Archer@hse.ie** Mobile: 087 4341017 |
| **Details of Service** | Finance Shared Services (FSS), National Finance and Procurement Division (NFPD) 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.The aim of Finance Shared Services, NFPD is to deliver a customer-focused finance shared service to support frontline health service delivery in line with the Strategy. The ten main functions within FSS, NFPD 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.
8. Business Relationship Management (BRM)
9. Finance Master Data Unit (FMDU)
10. Material Data Unit (MDU)

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, and National Financial Regulations.
* Delivering economies of scale.
* Freeing capacity to support front-line clinical activities.

The overall aim of the Payroll Operations and National Services is to pay staff including retired staff promptly, based on instruction received in accordance with the returns submitted & information received. Delivery of a standardised HR Payroll process in a shared services environment to facilitate the delivery of the HR Payroll strategy.**Finance Shared Services – NFPD** who deliver **Payroll Services** have offices in the following locations currently:**HSE Payroll Midlands East:*** Bective Street, Kells, Co. Meath. A82 NX32
* 20 -23, Merchant’s Quay, Dublin, D08 DXW6
* Srah, Tullamore, Co. Offaly. R35 W5W7

**HSE Payroll South:*** Lacken, Dublin Road, Kilkenny. R95 NV08
* Wilton Road, Áras Sláinte, Wilton Road, Cork T12 XRRO

**HSE Payroll West:*** Pery Street, Limerick. V94 AY27
* Merlin Park Hospital, Galway. H91 N973
* Manorhamilton, Co. Leitrim. F91 AP57

**HSE Payroll National Services:*** Wilton Road, Áras Sláinte, Wilton Road, Cork T12 XRRO
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| **Reporting Relationship** | The post holder will report to the FSS Payroll Operations Manager or National Services Manager in the relevant Payroll Operations or National Services location, FSS Payroll, National Finance and Procurement Division |
| **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
* Dept. of Social Protection (DSP)
* Revenue Commissioners
* SAP CoE
* HSE Standards and Compliance
* HR Pay Assurance Unit - HRPAU
* NiSRP programme
* NPA, Merchant’s Quay & Tullamore
* HSE Tax Department & HSE Standards and Compliance
* Banking/HSE Treasury
* Government Departments e.g. DOH, DPER, DOF
* Business Process Councils
* Trade Unions
* Solicitors
* Personal Injuries Assessment Board (PIAB)
* Insurance Companies
* Parliamentary Affairs – PQ’s
* Customer Affairs/ HSE FOI Offices – Data Protection, FOI Requests, Protected Disclosures
* Press Office – Media Queries
* 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 Grade VII will assist the Operations Manager or National Services Manager in providing leadership and management capacity to assist the implementation and operation of the HSE Payroll Services Target Operating Model. In addition, the Grade VII will have operational, managerial and budgetary responsibility for their assigned location. |
| **Principal Duties and Responsibilities** | * Providing support in the implementation of the National Payroll Strategy.
* Management of the overall responsibility for the effective delivery of efficient, timely payroll services including project work.
* Management of payroll activities in line with HSE National Financial Regulations, statutory regulations, audit recommendations, payment schedules and employment law i.e. Payment of Wages Act and Department of Health (DOH) /DPER & HR circulars.
* Support and encourage implementation of process efficiencies and automation. Liaise with locations to maintain good communication channels between the various stakeholders. e.g. HPSA, CERS, HR, ICT, Payroll Provider, Revenue, DEASP, National Payroll, Business Support Unit (BSU), Local CHO Areas and Hospital Groups etc, should problems / issues arise with the payroll system/process in order to minimize disruption to processing of payroll.
* Assist in establishing the HSE Payroll Services Target Operating Model (TOM) in their respective Payroll Hub.
* Maintain best practice processes, controls and procedures to ensure the efficient and effective operation of the Payroll function.
* Provide strong leadership and support to staff in the operation of services/projects.
* Maintain a high performing team on an ongoing basis.
* Ensure that there is the required division of responsibilities within the office, plan resources to meet customer needs and to approve and monitor day to day control procedures.
* Assist in designing, implementing, and monitoring required controls and checks in the end-to-end payroll process.
* Ensure that payments are made only to fully appointed / certified staff.
* Supervise daily payroll transactions / production for staff and pensioners.
* Provision of monthly statistics in line with business needs.
* Assist with the control of the financial expenditure of the department.
* Management of the Salary Overpayment Register relevant to the assigned location while adhering to NFRB3.
* Provision of details, information and certification on Parliamentary Questions, Freedom of Information Requests, Loss of Earnings and other ad hoc queries.
* Management of queries in relation to internal / external audits i.e. Internal Audit / Controller and Auditor General, Revenue Commissioners and ensure that subsequent recommendations are implemented.
* Implementation of Workplace Relations Commission recommendations and court Orders, as applicable.
* When required participate in the FSS NFPD National Payroll Working Group.
* Involved with change management within the section when appropriate and especially for any project work.
* Regular review of staff resources and onward provision of documentation for filling of vacancies in a timely manner.
* Maintain confidentiality and a high level of professionalism at all times.
* Any other duties appropriate to Payroll/Payroll Projects that may be assigned by the Head of Payroll, National Payroll FSS NFPD or Business Support Unit, FSS NFPD Finance.
* Deputise for the Payroll Operations Manager/National Payroll Manager as required.

**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.

**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 / 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.
* Keep in touch with workloads of staff members to gauge levels of wellbeing and morale in the team.
* Manage the performance of staff, dealing with underperformance in a timely and constructive manner.
* Conduct regular staff meetings to keep staff informed and to hear views.
* 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.
* 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 leadership and management expertise and professional knowledge.

**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.

**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.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.
* Maintain own knowledge of relevant regulations and legislation e.g. HSE Financial Regulations, Health & Safety legislation, Employment legislation, FOI Acts, GDPR.
* 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** | **The applicant pool for this campaign is restricted to existing HSE Finance Shared Services Payroll staff only**Candidates must have at the latest date of application:* Significant experience in supervising / managing a high volume transaction payroll processing area including working to deadlines and implementing change.
* Experience of assisting, supporting the delivery of work within a project using established project management processes, methods and tools.
* Significant experience in managing a team.
* Experience of managing and working collaboratively cross functionally with multiple internal and external stakeholders.
* 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** | * Access to appropriate transport to fulfil the requirements of the role.
* A flexible approach to working hours is required in order to ensure deadlines are met.
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience*** Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role
* Experience in dealing with Employment Legislation, Audits, Financial Regulations and Compliance issues
* Experience of implementing change
* Demonstrate an extensive knowledge and use of SAP Payroll Software
* Maximises the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc.
* Demonstrates the ability to work in line with relevant policies and procedures
* Demonstrates commitment to developing own professional knowledge and expertise
* Demonstrates knowledge of the HSE and in particular the FSD Payroll Function both regionally and nationally and associated functions.
* Demonstrates knowledge of statutory regulations, legislation, policies and procedures in relation to the Payroll Function.
* Significant experience of managing people.
* Excellent IT skills are essential, particularly in Microsoft Office (Word, Excel, Outlook and Powerpoint)

**Planning and Managing Resources** * Demonstrates the ability to effectively plan and manage resources, effectively handle multiple projects concurrently, structuring and organising own workload and that of others effectively
* Demonstrates 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
* Ensures 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
* Demonstrates flexibility and initiative during challenging times and an ability to persevere despite setbacks

**Evaluating Information, Problem Solving & Decision Making** * Demonstrates 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
* Demonstrates 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
* Demonstrates 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
* Demonstrates leadership; creating team spirit; leading by example, coaching and supporting individuals to facilitate high performance and staff development
* Demonstrates 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
* Demonstrates 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.
* Demonstrates commitment to regular two-way communication across functions and levels, ensuring that messages are clearly understood
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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 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 VII**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancies available are **permanent** and **whole time.** The posts are 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):€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. 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-1)
2. [↑](#footnote-ref-2)