

**Business Support Trainer (Grade VI)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade VI Business Support Trainer  (Grade Code 0574) |
| **Campaign Reference** | NRS14789 |
| **Closing Date** | Friday, 6th June 2025 at 12:00PM |
| **Proposed Interview Date (s)** | Interviews are provisionally scheduled to take place week commencing 16th June 2025. 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** | National Personnel Administration, HR Shared Services  This post will be based in Merchants Quay, Dublin, Tullamore, Co Offaly or Manorhamilton, Co Leitrim.  There is currently 1 Permanent Whole-time vacancy available in NPA, HR Shared Services.  A panel may be formed as a result of this campaign for Business Support Trainer (Grade VI) National Personnel Administration HR Shared Services from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Yvonne Grimes, Operations Manager, National Personnel Administration, HSE, 20-23 Merchants Quay, Dublin 8.  **Telephone**: 087 1768594 / **Email:** [Yvonne.Grimes@hse.ie](mailto:Yvonne.Grimes@hse.ie)  Deirdre Moy  **Telephone:** 087 2600402 **Email:** [deirdre.moy@hse.ie](mailto:deirdre.moy@hse.ie) |
| **Details of Service** | National Personnel Administration is part of HR Shared Services, which is part of National HR.  HR Shared Services aims to provide a high quality, customer focused suite of services. The provision of services is supported by working to ensure that customer expectations are fully understood and to ensure that service delivery is defined in a consistent timely and in a high-quality manner. The services provided by HR Shared Services cover business processes relating to pensions, recruitment, personnel administration, garda vetting and agency management.  National Personnel Administration (NPA) currently delivers services to its customer base from its Operations Centres in Merchants Quay, Tullamore and Manorhamilton.  NPA is currently providing a personnel administration service to  CHO1, CHO 5, CHO 6, CHO 7, CHO 8, CHO 9, IEHG, DMHG, SSWHG, RCSI, Corporate Functions and HR Shared Services. NPA also provides personnel administration services to Tusla.  It is expected that this service will be expanded to all areas in line with NiSRP roll-out.  The National Integrated Staff Records & Pay [NiSRP] Programme encompasses a number of interdependent and interlinked projects:   * The implementation of a single Human Resources - Staff Records technical platform for national coverage of all people related data for the HSE – [SAP HR] * The implementation of one Payroll technical platform for all HSE employees – [SAP Payroll] * The rationalisation of multiple payroll processing centres and enablement of consolidation of staff records processing centres to an optimum number of sites * Automation of appropriate staff processes through the introduction of Employee and Manager Self Service [ESS & MSS]   The implementation of a single Staff Records technical platform, which has national coverage of all employee data, is recognised as a key enabler for the HSE as the largest public sector employer in the State. Full oversight of people data to support management information and decision–making is critical for the organisation.  Implementing a single Payroll platform for all HSE employees, alongside the technical solution for HR, is another key enabler for the HSE, leading to and enabling greater efficiencies for the organisation.  The rationalisation of the operational landscape for the Payroll and Staff Records functions currently located in a number of transactional processing centres and mainly based on the former Health Board structures, is a key objective as the organisation pursues administrative agility and appropriate support function structural design.  Automating appropriate staff processes though the introduction of Employee and Manager self-service is a key component of the programme which will result in better communication and information for employees and managers. |
| **Reporting Relationship** | The post holder will report to the Grade VIII, National Personnel Administration or other nominated manager. |
| **Key Working Relationships** | A close working relationship with the wider NPA Teams and functions of HR Shared Services is essential. |
| **Purpose of the Post** | Training Support for NPA Departments in SAP HR actions and associated processes and their user base. |
| **Principal Duties and Responsibilities** | **Administration**   * Training support for NPA Departments and user base in SAP HR actions & HR forms * Trainer for new staff and ongoing refresher training for all staff in NPA across SAP HR modules * Identify training and development needs of team and design plan to meet needs * Develop and maintain training manuals and training trackers for NPA * Conduct regular staff meetings to keep NPA staff informed of developments/changes * Develop and maintain digital platform to support customer training on NPA inputs with customer base * Provides expertise and knowledge for Regional HR Departments in system processes across SAP HR modules and associated processes * Work with SAP COE business partners in implementing SAP upgrades/changes. Liaise with SAP COE on system issues * Participates in training/knowledge transfer updates provided by SAP COE Support Team business partners * Liaise with Divisional HR/Payroll on process issues * Liaise with internal and external stakeholders * Attend and take an active part in SAP HR and HR Circular user groups * Ensure process changes in NPA associated with other digital platforms i.e. Robotics Technology or EDRMs (Electronic Document Records Management) systems are fully implemented across NPA teams to advance the quality and efficiency of service provision * Appropriately delegate responsibility and authority * Ensure deadlines are met and that service levels are maintained * Maintain a good understanding of internal and external factors that can affect service delivery including awareness of national and local issues that impact on own area * Solve problems and make decisions in a timely manner. * Ensure decisions are in line with local and national agreements * Provide administrative support for meetings and attend as required. * Ensure the efficient administration of area of responsibility * Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.   **Customer Service**   * Promote and maintain a customer focused environment by ensuring service-users are treated with dignity and respect   **Human Resources / Supervision of Staff**   * Supervise and ensure the well-being of staff within own remit where needed * Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships * Co‐ordinate, monitor and review the work of the administrative/ support staff * Conduct regular staff meetings to keep staff informed and to hear views * Manage the performance of staff, dealing with underperformance in a timely and constructive manner   **Service delivery and service improvement**   * Identify opportunities for improvement and implement. * 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**   * Contribute to the development of policies and procedures for own area * Ensure accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility * Maintain own knowledge of relevant policies, procedures, guidelines and practices to perform the role effectively and to ensure standards are met by own team (e.g. * Maintain own knowledge of relevant regulations and legislation e.g. Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts etc. * Maintain a broad knowledge of policies and procedures of the organisation * Pursue continuous professional development in order to develop management expertise and professional knowledge * 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. * To 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:**   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  Or  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.  Or  Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.  Or  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.  And   1. Candidates must possess the requisite knowledge and ability, including a high standard of suitability and management ability), 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** | * Experience of working on SAP HR system * Experience designing and implementing new processes and procedures * Experience of working in a face paced office environment and working collaboratively with multiple internal and external stakeholders as relevant to the role |
| **Other requirements specific to the post** | Access to appropriate transport to fulfil the requirements of the role as post will involve travel. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**  ***Demonstrate:***   * Experience of working with statutory employee schemes or policies and procedures in relation to Human Resources groups * Knowledge and experience of SAP HR and Therefore or comparable systems. * Experience and understanding of optimal document flow in HR Environment. * Ability to design and implement processes, procedures and protocols to facilitate training. * Understanding of ‘cause and effect’ in a complex HR environment. * Experience dealing with multi-tier Customers with differing requirements, * Excellent IT skills to include, Word, Excel, PowerPoint, Outlook * Knowledge of the health service including a basic knowledge of HSE reform * Knowledge of Data Protection and Record Management Policy of HSE * Excellent MS Office skills to include, Word, Excel and PowerPoint * Knowledge and experience of using an email system effectively e.g. Outlook, * Knowledge of the health service * Knowledge of Data Protection and Record Management Policy of HSE   **Communications & Interpersonal Skills**  ***Demonstrate:***   * Excellent communication and interpersonal skills in order to deal effectively with a wide range of stakeholders * The ability to present information clearly, concisely and confidently when speaking and in writing. * The ability to build and maintain relationships with colleagues and other stakeholders to assist in performing the role * The ability to work cross functionally and deal with multiple stakeholders.   **Planning & Managing Resources**  ***Demonstrate:***   * Strong planning and organising skills including, structuring and organising training plans and training trackers * The ability to deliver high volume processing within deadlines * The ability to deliver and implement projects and action plans * The ability to use computer technology effectively for the management and delivery of results * The ability to take responsibility and be accountable for the delivery of agreed objectives   A logical and pragmatic approach to workload, delivering the best possible results with the resources available  **Commitment to a Quality Service**  ***Demonstrate:***   * Evidence of incorporating the needs of the service user into service delivery * Evidence of proactively identifying areas for improvement and the development of practical solutions for their implementation * Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers * Commitment to developing own knowledge and expertise   **Evaluating Information, Problem Solving & Decision Making**  ***Demonstrate:***   * The ability to gather and analyse information from relevant sources, weighing up a range of critical factors to develop solutions and make decisions as appropriate * Ability to make sound decisions with a well-reasoned rationale and to stand by these * Initiative in the resolution of complex issues * A capacity to develop new proposals and put forward solutions to address problems   **Team Working**  ***Demonstrate:***   * The ability to address performance issues as they arise * The ability to lead the team by example, coaching and supporting individuals as required. * The ability to work with the team to facilitate high performance, developing clear and realistic objectives * A capacity to operate successfully in a challenging operational environment while adhering to quality standards   Flexibility and willingness to adapt, positively contributing to the implementation of change |
| **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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**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:  **(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-2), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. * Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. * Consulting and communicating with staff and safety representatives on OSH matters. * Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. * Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-3). * Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. * Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.   **Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS. |

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-2)
2. [↑](#footnote-ref-3)