

**Grade VII Payment Services**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade VII Payment Services  *(Grade Code 0582)* |
| **Campaign Reference** | NRS14799 |
| **Closing Date** | 12 noon on Monday, 21st 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 are currently two permanent whole-time vacancies available in the following locations:   1. FSS Payment Services Office, 2nd Floor, Unit 1, IDA Purcellsinch Business Park, Dublin Road, Kilkenny 2. FSS Payment Services offices (the successful candidate will be based in either Dublin, Kilkenny, Cork, Limerick, Galway or Tullamore), subject to agreement from the Head of National Payment Services.     A panel may be formed as a result of this campaign for **Grade VII, Payment Services, Finance Shared Services, National Finance and Procurement Division (NFPD)** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Margo Kovarova, Payment Services Payment Processing & Revenue Reporting Operations Manager  Email: margo.kovarova@hse.ie  Mobile: 087 3898089 |
| **Details of Service** | The adoption of a standardised National Shared Services Model has a strong Government mandate and is a key aspect of the Finance Reform Programme across the Public Service.  The Integrated Financial Management System (IFMS) is a key enabler of the establishment of Shared Services which involves the operation of standardised financial and procurement processes, on a single technology platform (SAP S/4 HANA).  The strategic goals of Shared Services include:   * Supporting the vision for Health Service improvement * Investing in the development of an enabling environment * Continuing the emphasis on embedding a customer service ethos * Striving for operational excellence in administration services * Maximising the effective use of resources * Freeing up organisational capacity to concentrate on core, frontline and other health, and social care functions   Shared Services operates a common approach to assuring service excellence with local services. This includes a uniform helpdesk and client support platform for query resolution or escalations as well as a business relationship management team for monitoring service level.  **Finance Shared Services**, which is part of the HSE National Finance and Procurement Division will expand and implement new services to provide key finance transaction processes and support to the entire Health Sector and Tusla. As part of the IFMS Programme a new Target Operating Model and Service Catalogue was approved by IFMS Governance and aligned to the “Irish Health Service – Financial Management Framework” document. Services to customers will be provided under the functions - Payroll Services, Order to Cash, Payment Services, Record to Report and Finance Operations Support. Payroll which forms part of Finance Shared Services is outside the IFMS project scope as it forms part of the National Integrated Staff Records and Pay (NiSRP) project.  The posts detailed in this job specification are with respect to Finance Shared Services – Payment Services function.  **Payment Services provides** accounts payable and payment functions. Payment Services function is responsible for the management and processing of all vendor payments with responsibility for the: -   * + Centralised receipt and checking of invoices.   + Payment processes delivering electronic invoicing and payments.   + Centralised reporting to Revenue (Collector General) for the Accounts Payable function.   + Creditor reconciliations delivering cost and value benefits to existing processes   + Central supplier helpdesk   Finance Shared Services Payment Services currently have offices in the following locations:   * Parkgate Street, Dublin * Purcellsinch, Kilkenny * Wilton, Cork * Catherine Street, Limerick * Merlin Park, Galway * Srah, Tullamore |
| **Reporting Relationship** | The post holder will report to the Grade VIII, Payment Services Operations Manager, or other nominated manager. |
| **Key Working Relationships** | The post holder will be expected to engage with key internal and external Payment Services stakeholders while carrying out the functions of the role. |
| **Purpose of the Post** | The Grade VII Payment Services will be responsible for supporting the safe, effective and responsive operational management of FSS Payment Services day to day operations.  The Grade VII Payment Services will:   * Support and contribute to the work in and development of FSS Payment Services, to manage Payment Services functions, and to contribute to future Payment Services projects as they develop. * Have responsibility for ensuring best practice standards and efficiencies in financial processing are maintained and will play a key role in providing guidance and support to FSS Payment Services staff and customers. * Support the management of IFMS Finance Shared Service accounts payable and payments functions including: * Invoice Management & Digitisation * Payment & Revenue Reporting * Creditor Reconciliation * Helpdesk Management * Pro-actively identify, measure and report on opportunities for continuous process improvements to optimise business processes * Managerial responsibilities vital to the efficient operation of Payment Services. |
| **Principal Duties and Responsibilities** | The position of Grade VII, Payment Services encompasses both managerial and administrative responsibilities which include the following:   * Manage the day-to-day operations within assigned team and ensure the efficient administration of assigned area of responsibility * Promote and ensure compliance with HR policies and procedures, GDPR regulations and Health & Safety regulations * Ensure that the day-to-day operations and procedures comply with the National Financial Regulations * Play a lead role in engaging on behalf of Payment Services with service areas to provide specialist advice and support to assist informed decision making * Support the rollout of key system reform processes in particular playing a key role in the rollout of IFMS in collaboration with the IFMS Change Management Team. * Provide support to staff through the change process to ensure a smooth transition with regards to systems, processes, data and new ways of working. * Preparation of Non Pay Tax Returns relating to Procure to Pay processing. * Assist with internal and external audit liaison and follow up on the implementation of recommendations. * Maintain existing and building new relationships between Payment Services and its customers * Proactively identify inequities/inefficiencies in service administration and implement solutions to improve service delivery, in line with legislation * Promote a strong focus on delivering a high-quality customer service to internal and external customers. * Contribute to the development of policies and procedures including Standard Operating Procedures (SOPs) and Business Continuity Plans (BCPs). * Utilise technology to enable automation of existing processes to ensure work is completed efficiently and to the highest standards possible * Maintain own knowledge of relevant policies, procedures, guidelines, and practices to perform the role effectively and to ensure standards are met by team (e.g., Financial Regulations, Health & Safety legislation, Employment Legislation, FOI Act, etc.) * 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.   **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.   **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 in an office under the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 at a level not lower than that of Grade IV (or equivalent)  and  have not less than two years satisfactory experience either in that office or in an office at a level not lower than that of Clerical Officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 |   and   * 1. 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** | * Significant experience working within a busy Finance Department to include regular reporting and analysis of Financial Data while working within tight deadlines, as relevant to the role. * Significant experience of working with core financial and accounts payable systems within a computerised organisation with multiple stakeholders, as relevant to the role. * Significant experience of managing staff, as relevant to the role. |
| **Other requirements specific to the post** | Access to appropriate transport to fulfil the requirements of the role. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**   * Demonstrate significant experience working in a busy finance department * Demonstrate experience of working with Finance ERP systems (SAP or equivalent) * Knowledge and understanding of the role and functions of the HSE Finance Shared Services. * Demonstrate experience in reporting, analysing and manipulating data * Knowledge of relevant HSE policies, legislation and National Financial regulations. * Working knowledge of financial controls and compliance, as relevant to the role * Excellent MS Office skills to include high proficiency in spread sheets and significant knowledge and experience of working with databases   **Planning and Managing Resources**   * Demonstrate the ability to effectively plan and manage resources, effectively handle multiple projects concurrently, structuring and organising own workload and that of others effectively. * Demonstrate responsibility and accountability for the timely delivery of agreed objectives. * Challenges processes to improve efficiencies where appropriate, is committed to attaining value for money.   **Commitment to a Quality Service**   * Demonstrates evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user. * Ensure attention to detail and a consistent adherence to procedures and standards within area of responsibility. * Embraces and promotes the change agenda, supporting others through change. * Demonstrate flexibility and initiative during challenging times and an ability to persevere despite setbacks.   **Evaluating Information, Problem Solving & Decision Making**   * Demonstrate numeracy skills, an ability to analyse and evaluate information, considering a range of critical and complex factors in making effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management. * Demonstrate initiative in the resolution of complex issues / problem solving and proactively develop new proposals and recommend solutions. * Ability to confidently explain the rationale behind decisions when faced with opposition.   **Team Working**   * The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment. * Demonstrate an ability to work as part of the team in establishing a shared sense of purpose and unity across a number of teams delivering on different projects. * Demonstrate leadership; creating team spirit; leading by example, coaching and supporting individuals to facilitate high performance and staff development. * Demonstrate a commitment to promoting a culture of involvement and consultation within the team, welcoming contributions from others.   **Communications & Interpersonal Skills**   * Demonstrates excellent communication and interpersonal skills including the ability to present complex information in a clear, concise and confident manner (written & verbal). Strong presentation skills. * Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders, working collaboratively within a multi stakeholder environment. |
| **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. | |

 **Grade VII Payment Services**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancies available are 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):  €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-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)