

**Employee Relations Executive**

**Advisory Team, National Employee Relations (NER)**

**National Human Resources**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Employee Relations Executive(General Manager) *(Grade Code: 0041)* |
| **Campaign Reference** | NRS14803  |
| **Closing Date** | *3:00 PM Thursday 7th August 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** | Advisory Team, National Employee Relations, National Human ResourcesThere is currently one permanent and part-time job share vacancy available for 22 hours a week over Monday, Tuesday and Wednesday.The post holder will be based at the offices of National Employee Relations located at 63-64 Adelaide Road, Dublin 2, D02 FR50.A panel may be formed as a result of this campaign for **Employee Relations Executive, Advisory Team, National Employee Relations (NER), within National Human Resources** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Norah Mason, Assistant National Director Human Resources, National Employee Relations **Email:** norah.mason@hse.ie**Tel:** 01 662 6966 |
| **Details of Service** | National Human Resources (HR) provides strategic support, direction, advice, and interventions to all areas of the health service, recognising that all staff throughout the system are the key to the delivery of excellent people capability.Implementing the Health Services People Strategy 2019 - 2024 is an organisational priority and supports the development of current and future health and social care leaders. Our shared purpose is to deliver safer better healthcare and staff and public value, and collectively support the significant reform and change agenda in Ireland.HR is committed to building capacity for change and addressing the people and culture priorities that impact the organisation.The National Employee Relations Advisory Team enables the organisation to effectively engage and manage its staff throughout the employment life cycle with the aim of achieving greater quality, performance and safety outcomes. |
| **Reporting Relationship** | Assistant National Director of Human Resources – National Employee Relations (ANDHR – NER) |
| **Key Working Relationships** | * Human Resources Managers across the public health service
* Employee Relations Managers
* National Employee Relations
* Hospital Group Directors of Human Resources
* Heads of Human Resources
* National HR Leadership Team
* Department of Health
* Department of Public Expenditure and Reform
* Workplace Relations Commission (WRC)
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| **Purpose of the Post**  | To ensure the provision of a cohesive, consistent service that delivers professional high standards of advice and support to managers and staff within the health sector. To work with the ANDHR – NER and other colleagues to ensure the delivery of a professional and high quality service to the health sector. |
| **Principal Duties and Responsibilities** | * Provide an expert advisory service to health sector managers on all employee relations matters and employment law issues, ensuring service is delivered in a consistent and timely manner.
* Utilise, develop and maintain specialist knowledge in order to advise managers on employee relations matters/cases so that they can be resolved internally where possible and to minimise the risk of external complaints and adverse publicity.
* Represent health sector employers before third parties e.g. WRC, Labour Court, preparing submissions and other relevant supporting documentation.
* Produce HR policies, procedures and guidelines that are fit for purpose, reflective of relevant employment legislation and best practice.
* Raise managers’ awareness of employment policies and procedures via identified interventions, including the design and development of appropriate programmes.
* Develop and promote comprehensive internal and external communications in relation to employee relations and HR management which ensure that managers are properly informed on matters.
* In conjunction with fellow professionals, be responsible for the development and delivery of a suite of training for HR managers on key HR skills.
* Lead and/or participate in various HR projects/policies as they arise.
* Engage with health service trade unions on national issues and maintain positive working relationships whilst safeguarding the interests of health service employers/taxpayers.
* Take reasonable care for the health and safety of self and other persons who may be affected by their actions or omissions at work.
* Co-operate with the employer in ensuring compliance with statutory and other requirements.

**Leadership & Direction*** Support Senior Colleagues in implementation of the People Management Strategy contributing to the achievement of NER business objectives.
* Ensure that HR Policies Procedures Protocols and Guidelines (PPPGs) are aligned to the HSE People Management Strategy.
* Build effective, constructive relationships with internal and external stakeholders, including Voluntary Agencies.
* Prepare briefing documentation for the Board and its Committees and the Executive Management Team (EMT) as appropriate.
* Prepare business cases where necessary to support recommendations to the EMT, HSE Board and Government Departments.
* Deputise for the ANDHR-ER as required and other senior colleagues.

**Governance & Accountability*** Ensure that HR PPPGs support Government Policy and civil and public sector reform.
* Draw on international HR trends in the area of expertise to identify solutions and build capabilities within HR.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.
* Adequately identify, assess, manage and monitor risk within their area of responsibility.
* Act as spokesperson for the Organisation as required.
* Demonstrate pro-active commitment to all communications with internal and external stakeholders.
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria****Qualifications and/ or experience**  | **Candidates must have at the latest date of application:** * Significant experience at a senior level in a Human Resource role within a civil or public service environment or comparable and relevant business environment of equivalent complexity which has included experience in employee relations and employment law issues, as relevant to this role.
* A proven ability to develop and deliver standards, policies, procedures, and guidelines that are fit for purpose, as relevant to this role.
* Experience in professional writing which has included preparing briefing documents and business cases for senior management, as relevant to this role.
* Experience in relationship management and working collaboratively with multiple internal and external stakeholders, as relevant to this role.
* Have 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 |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**Demonstrates:* Significant knowledge of the issues and current thinking in relation to HR best practice in healthcare policy and service delivery.
* Significant employee relations experience in a complex multi-disciplinary organisation.
* Knowledge and experience in the delivery of training interventions, as relevant to this role.
* Strong working knowledge of HR policies and procedures.
* Excellent knowledge and understanding of Industrial Relations processes as relevant to the role.
* Significant knowledge and experience of health sector terms and conditions of employment.
* Excellent knowledge and understanding of employment legislation in Ireland and an understanding of the risks of non-compliance.
* Experience of advising managers on complex and serious individual and/or collective conflict situations including disciplinary, capability and grievance issues.
* Knowledge and experience of developing and delivering standards, policies, procedures, protocols and guidelines, as relevant to this role.
* Experience of preparing material for third party fora.
* Experience of supporting effective organisational change initiatives.
* Well-developed understanding and awareness of best practice employee relations methodologies.
* Knowledge and understanding of the challenges faced by the Health Service in the context of ongoing public service reform.
* Experience of working in a complex multi-stakeholder environment.
* Ability to provide direct support to managers on complex case management issues.
* Excellent writing skills including the ability to produce professional documents to publication standard.
* Excellent IT Skills, including use of MS Office (Word, Excel, PowerPoint) and knowledge of relevant IT Systems.

**Leadership and Direction** Demonstrates:* A track record as an effective leader with a can do attitude who has led, organised and motivated staff in times of rapid change in a challenging environment
* Evidence of effective leadership in a challenging and busy environment including a track record of innovation / improvements.
* The capacity to lead, organise and motivate teams to the confident delivery of excellent services and service outcomes.
* Leadership and team management skills including the ability to work with multi-disciplinary team members
* Team work skills including the ability to work as part of a multidisciplinary team environment
* The ability to interact in a professional manner with other staff, business managers and other key stakeholders.
* An aptitude for strategic thinking, coupled with leadership skills and the ability to motivate and lead specialist professionals.
* The ability to lead, direct and influence multiple stakeholders and ensure buy-in to plans and their implementation.
* An ability to influence and negotiate effectively in furthering the objectives of the role.
* Evidence of strategic management skills including service planning, managing own work and that of others, delegating appropriately within the resources available.
* A capacity to operate successfully in a challenging environment
* A capacity to balance change with continuity – continuously strives to improve service delivery, to create a work environment that encourages creative thinking and to maintain focus, intensity and persistence, even under increasing complex and demanding conditions.
* The ability to be a positive driver for change

**Critical Analysis, Problem Solving & Decision Making**Demonstrates:* The ability to rapidly assimilate and analyse complex information , considering the impact of decisions before taking action, and anticipating challenges
* The ability to consider the range of options available, involve other parties at the appropriate time and level to make balanced and timely decisions
* Effective problem-solving capacity in complex work environments

**Managing & Delivering Results (Operational Excellence)**Demonstrates:* A proven ability to prioritise, organise and schedule a wide variety of tasks and to manage competing demands and tight deadlines while consistently maintaining high standards and positive working relationships
* Strong evidence of excellent planning and implementation of programmes of work.
* Evidence of effective planning and organising skills including awareness of resource management and importance of value for money
* A capacity to negotiate and then ensure delivery on stretched objectives.
* The ability to take personal responsibility to initiate activities and drive objectives through to a conclusion
* Strong focus on achieving high standards of excellence and measurement of performance
* The ability to manage deadlines and effectively handle multiple tasks
* Adequately identifies, manages and reports on risk within area of responsibility

**Working With and Through Others (Influencing to Achieve)**Demonstrates:* The ability to work independently as well as work with a wider multidisciplinary team in a complex and changing environment
* The ability to set team targets and to use influencing and negotiating skills to achieve high standards of service
* The ability to work collaboratively, constructively and in an inclusive manner with all key stakeholders
* The ability to listen to contrary views and consider all insights and contributions in the management of service delivery
* Effective communication skills including: the ability to present information in a clear and concise manner; the ability to facilitate and manage groups; the ability to give constructive feedback
* The ability to work collaboratively, constructively and in an inclusive manner with all key stakeholders

**Communication & Interpersonal Skills**Demonstrates:* Excellent interpersonal and communications skills to facilitate work with a wide range of individuals and groups
* The ability to present information clearly, concisely and confidently in speaking and in writing
* A track record of building and maintaining key internal and external relationships in achieving organisational goals
* An ability to influence and negotiate effectively in furthering the objectives of the role

**Personal Commitment & Motivation**Demonstrates:* A patient / service user centred approach to provision of health services
* Be capable of coping with competing demands without a diminution in performance.
* The ability to treat patients / service users, relatives and colleagues with dignity and respect
* A willingness to learn from experience and to identify opportunities to further grow and develop
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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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**National Human Resources**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancy available is permanent and part-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 pro-rata salary scale for the post is (as at 01/03/2025):€84,898, €87,042, €90,438, €93,859, €97,253, €100,656, €105,604New 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 **22** 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)