

**Business Manager (Grade VII)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Business Manager (Grade VII)  *(Grade Code: 0582)* |
| **Campaign Reference** | NRS14815 |
| **Closing Date** | Wednesday 9th July 2025 @ 12:00 noon |
| **Proposed Interview Date (s)** | Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | There is currently one permanent and whole-time vacancy available in the National Oral Health Office, National Technology Park, Roselawn House, Limerick V94 6K65.  A panel may be formed as a result of this campaign for **Business Manager (Grade VII), National Oral Health Office (NOHO**) from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Anne O’Neill, Assistant National Director Oral Health  Email: [aoneill@hse.ie](mailto:aoneill@hse.ie) |
| **Details of Service** | The HSE is charged, in accordance with legislation, to use the resources provided to it on an annual basis in the most beneficial, effective and efficient manner to improve, promote and protect the health and welfare of the public. In terms of the delivery of services, the HSE is mandated to manage and deliver services, or arrange for services to be delivered on its behalf. In some instances the HSE itself delivers these services directly, however, in other circumstances, the HSE relies upon non-statutory Service Providers (agencies) and contracted private service providers to deliver these services on its behalf. Section 38 and 39 of the Health Act 2004 legally underpin the provision of services by non-statutory agencies on behalf of the HSE (Section38), or the provision of service similar or ancillary to a service that the HSE may provide (Section 39). The HSE provides funding for contracted care through private service providers on a formal contractual basis.  The National Oral Health Office provides clinical and public health leadership in the delivery of oral health services to support improvements in oral health for all. The National Oral Health Office coordinates strategic and operational planning and performance oversight of HSE funded oral health through existing structures, i.e. Health Regions, Section 38 organisations, contracted care, Primary Care Reimbursement Service (PCRS), and additional organizational structures being developed under Sláinte Care.  The Policy Implementation Unit (PIU) is part of the National Oral Health Office. The PIU will coordinate the implementation of the National Oral Health Policy (NOHP) objectives through projects designed to enable change and development of oral health services across the HSE, and in collaboration with key stakeholders and agencies.  The NOHO Grade VII Business Manager post assists the Assistant National Director Oral Health in managing and documenting all aspects of the relationship key oral health stakeholders. |
| **Reporting Relationship** | The post holder will report to the Assistant National Director Oral Health, or other nominated manager. |
| **Key Working Relationships** | As a member of the National Oral Health Office staff, the Business Manager will work with internal and external stakeholders across both the public and private health sectors. They will establish and maintain working relationships within the other members of the National Oral Health Office team, community dental services, dental schools, eHealth and other HSE divisions. |
| **Purpose of the Post** | The role of the Grade VII Business Manager is:   * To manage contracts and related processes on behalf of the Assistant National Director Oral Health. * To advise the Assistant National Director on all matters regarding the HSE Governance Framework for the funding of private service providers. * To provide support and where appropriate line management to staff at all levels within the NOHO regarding the HSE Governance Framework and to prepare ELS submissions for contracted service provision for inclusion in the National Service Plan * To create invitations to tender documents for clinical care with private service providers * To ensure business governance arrangements are in place for tendering process * To evaluate tender responses as part of an evaluation team on behalf of the Assistant National Director |
| **Principal Duties and Responsibilities** | The position of Grade VII encompasses both managerial and administrative responsibilities:  The Business Manager will ensure that:   * Appropriately completed Service Arrangements or Grant Aid Agreements are in place with contracted private service providers and agencies each year in respect of all funding released pursuant to Section 38 and Section 39 of the Health Act 2004. * A system is in place to ensure that review meetings regarding service provision by agencies take place in accordance with performance guidelines. * All the back-up documentation has been received from agencies, reviewed where appropriate, and carefully filed. * Agencies’ Annual Financial Statements are received and reviewed within specified timeframe. * All necessary inputs are made to the Service Provider Governance (SPG) IT system to ensure it is up to date and accurate, and reflects the totality of arrangements and funding in the National Oral Health Office. * The implementation of the HSE Governance Framework is proactively managed.   **Administration**   * To submit business cases to seek funding for contracted care to the Assistant National Director for inclusion in the annual estimates. * To create tender documents for outsourcing dental clinical treatment for orthognathic surgery, oral surgery and orthodontics as well as other areas of oral care for publishing on government e tenders website. * To monitor the completion of Service Arrangements and Grant Aid Agreements within NOHO. * To manage budget allocations in line with National Financial Regulations. * To monitor adherence to the relevant controls assurance processes within the NOHO that are required in accordance with the HSE Governance Framework. To contribute to the National Oral Health Management Team regarding matters related to the HSE Governance Framework. * To ensure that Service Provider files are maintained and contain all relevant documentation as required under the HSE Governance Framework. * To manage the process in relation to the inputs to the SPG system so as to ensure it is up to date and to manage local user requirements in this regard. * To participate in all relevant engagements regarding the HSE Governance Framework, e.g. meetings, teleconferences, briefing sessions, etc. * To advise the Assistant National Director of any relevant developments regarding the HSE Governance Framework. * To manage the business and contracts pertaining to oral health (including budget and staffing). * To co-ordinate the relevant aspects of the Annual Compliance Statement process within the National Oral Health Office. * To demonstrate a proactive commitment to the implementation of the HSE Governance Framework. * To oversee the work of the department so as to ensure that all relevant quality and performance standards are met in the discharge of the department’s work. * To manage the Purchase-To-Pay processes in line with the National Financial Regulations. * To provide and contribute to reports and briefings for HSE Senior Management, Oireachtas and Oireachtas sub-committees, responses to PQ, Reps, and FOI’s. and response to press queries * Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.   **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. * Maintain own knowledge of relevant regulations and legislation e.g. HSE Financial Regulations, Health & Safety legislation, Employment legislation, FOI Acts, GDPR. * 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 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** | **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**  ***\* A list of ‘other statutory health agencies’ can be found:***<https://www.gov.ie/en/organisation-information/9c9c03-bodies-under-the-aegis-of-the-department-of-health/?referrer=http://www.health.gov.ie/about-us/agencies-health-bodies/>.  **Eligible applicants will be those who on the closing date for the competition:**   1. 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  (b) 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. |
| **Post Specific Requirements** | * Experience in managing and prioritising high volume workloads to meet deadlines whilst ensuring compliance and accuracy * Experience of professional writing including the generation of documents such as reports, business case documentation etc. * Experience of working in a role which has involved interacting with senior management and other key internal and external stakeholders, in the delivery of a quality service. * Experience of managing & leading a team |
| **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 awareness of the issues, developments and current thinking in relation to the HSE Governance Framework, Corporate Governance and Companies/Charity legislation. * Demonstrate knowledge of the Irish Health Service and HSE structures. * Demonstrate knowledge and understanding of the services provided by the NOHO. * Demonstrate knowledge and understanding of the requirements for accountability in respect of public funds and the NFRs. * Demonstrate a commitment to remain fully informed in relation to the HSE Governance Framework. * Knowledge and experience in using digital systems such as SAP, IFMS or SPG. * Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role. * Maximises the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc. * Demonstrate the ability to work in line with relevant policies and procedures. * Demonstrate commitment to developing own professional knowledge and expertise.   **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. * Demonstrate commitment to regular two-way communication across functions and levels, ensuring that messages are clearly understood. |
| **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. | |



**Business Manager (Grade VII)**

**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: 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)