

**Grade VII Business Operations**

**Job Specification & Terms and Conditions**

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| **Job Title, and Grade Code** | Grade VII Business Operations  (Grade Code 0582) |
| **Campaign Reference** | NRS14816 |
| **Closing Date** | Monday, 1st September 12:00pm |
| **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 whole-time vacancy available in Unit 1 Purcellsinch IDA Business Park, Dublin Road, Kilkenny, R95 XYW2.  A panel may be formed as a result of this campaign for **Grade VII Business Operations, Finance Shared Services, Order to Cash** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Inez Fennelly, Financial Accountant  **Tel:** 087 3723969  **Email:** Inez.fennelly@hse.ie |
| **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. Integrated Financial Management System (IFMS) is a key enabler of the establishment of Shared Services which will involve the operation of standardised financial and procurement processes, on a single technology platform (SAP S/4HANA).  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.   The Shared Services Model approved by IFMS Governance will include Finance Shared Services, Procurement Shared Services, SAP CoE, Integrated Master Data Unit and Integrated Business Relationship Management. Shared Services will operate a common approach to assuring service excellence with local services. This will include 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 support to the Health Sector and Tusla. As part of the IFMS Programme a new Target Operating Model and Service Catalogue was approved by IFMS Governance and is in alignment with the Finance Framework Document. Services to customers will be provided under the functions - Payroll Services, Income 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. |
| **Reporting Relationship** | Reports to the relevant Grade VIII within the function, or nominated manager. |
| **Key Working Relationship** | The Grade VII Business Operations will work with the following:  National Finance Division  Nursing Home Support Office  Regional Finance Teams  Person in Charge – HSE Community Nursing Units across Ireland  Fair Deal Team  Legal Service Provider |
| **Purpose of the Post** | The Grade VII Business Operations will support the operation of the Centralised Debt Collection Unit, ensuring the implementation of effective and compliant processes. This role requires expertise in Property and Probate Law, Banking, the Fair Deal Scheme, and Assisted Decision-Making to manage complex debt collection cases, including those involving vulnerable customers. The Grade VII Business Operations will ensure the unit operates in accordance with legal, regulatory, and organisational standards, while fostering a customer-focused approach.  The Grade VII Business Operations will form part of the O2C Finance Shared Services team. The successful candidate will be responsible for:   * Ensure the highest standards of financial processing, business intelligence, reporting and support for compliance; * Maintaining the accounts receivable ledger * Dealing with external debt management organisations, financial reporting, and the timely execution of O2C control activities * To monitor and continuously improve the system of internal financial controls; * To support the operational delivery of the O2C objectives within the broader Finance Shared Services team. |
| **Principal Duties and Responsibilities** | The position of Grade VII encompasses both managerial and administrative responsibilities which include the following:  **Leadership & Project Management**   * Lead the development of the Centralised Debt Collection Unit. * Develop and implement standardised debt collection processes and policies. * Manage project timelines, resources, and deliverables to achieve organisational goals. * Collaborate with internal stakeholders, external agencies, and legal advisors to align strategies.   **Specialised Expertise**   * Provide guidance and support on Property Law, Probate Law, Banking intervention, Assisted Decision-Making legislation and financial safeguarding. * Act as a subject matter expert for cases involving the Fair Deal Scheme and other complex debt recovery scenarios. * Ensure compliance with relevant laws, policies, and ethical guidelines in all debt collection activities. * Technical Proficiency – Expertise with finance systems, reporting tools and database management   **Debt Collection & Customer Management**   * Develop and implement strategies for efficient and effective debt recovery. * Manage relationships with vulnerable customers empathetically, ensuring sensitivity to their needs and circumstances. * Review and oversee high-risk and complex debt cases, ensuring timely resolution. * Analytical & Problem-solving Skills – Ability to assess complex debt cases and developing effective strategic solutions * Negotiation and conflict resolution – ability to work with challenging stakeholders and manage sensitive situations   **Stakeholder Engagement**   * Liaise with service users and their appointed representatives – EPOAs and DMRs, financial institutions, and legal professionals to support debt recovery efforts. * Build strong relationships with internal departments and external agencies to streamline operations and implement effective methods of income collection in line with the objectives of O2C. * Represent the Centralised Debt Collection Unit in meetings and presentations as required.   **Monitoring & Reporting**   * Track and report on the unit’s performance, including key metrics and milestones. * Identify and mitigate risks associated with debt collection processes. * Regularly review and update policies and procedures to reflect best practices and legislative changes.   **Service Improvement Support**   * Maintain a good understanding of internal and external factors that can affect service delivery * Develop solution proposals that maximise the use of existing products and technologies to deliver the required outcomes * Maintain knowledge of existing solutions in use across the health system * Develop and maintain close working relationships with colleagues and stakeholders to achieve results through collaborative working * Promote a customer focused environment * Ensure relevant polices are developed and updated in a changing and dynamic work environment.   **Change Management**   * Encourage and support staff on all matters relating to IFMS implementation and new ways of working within the Finance Reform programme as the HSE transitions to a centralised O2C model * Responsible for supporting staff through change activities and implementing change management strategies and plans that maximize employee adoption and usage and minimize resistance * Proactively identify inequities / inefficiencies in service administration and implement solutions to improve service delivery, in line with legislation and benchmarking against best practice structures * 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 new ways of working standards   **Standards, Regulations, Policies, Procedures & Legislation**   * Contribute to the development of policies and procedures for the CDCU * Effectively discharge the day to day operations, including compliance with HSE Financial regulations and all HSE policies and procedures * Develop and maintain best practice processes, controls and procedures to ensure the efficient and effective operation of the CDCU within HSE Finance Shared Services. * 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 * Maintain own knowledge of relevant regulations and legislation e.g. HSE Financial Regulations, Health & Safety legislation, Employment legislation, FOI Acts etc. * Pursue continuous professional development in order to develop management expertise and professional knowledge * 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. * Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.   **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 a similar finance, legal, credit management or collections role to include experience in settlement negotiations in distressed debt management and financial workout solutions. * Experience in debt collection processes including case prioritisation and dispute resolution, managing complex cases for swift and decisive ascertainment of maximum recovery prospects. * Experience in a Financial Analysis and Financial Reporting role, encompassing direct engagement with and influencing of senior decision makers regarding financial performance and control. * Experience of providing instruction to legal advisers including collation of all relevant supporting documentation for court proceedings |
| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role * A flexible approach to working hours is required in order to ensure deadlines are met |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**   * Prior experience of working in Order to Cash function with high volume and data & processing; * Knowledge of Probate law. * Understanding of banking practices, financial regulations, Consumer Protection Code, data protection, GDPR, Code of Conduct, Health & Safety. * Familiarity with the operation of the Fair Deal Scheme, and associated units such as Schedule of Assets, Patient Private Property, Nursing Home Support Offices and Ancillary State Loan unit. * Familiarity with Assisted Decision-Making legislation. * Ability to manage competing priorities and meet deadlines in a dynamic environment. * Demonstrate commitment to take decisive and appropriate actions with integrity, tact and discretion in finding financial solutions in a sensitive environment * Ability to identify debt recovery pathways including investigation tools and enforcement of legal recovery routes where necessary * Experience of identifying financial irregularities including money laundering and financial abuse. * Experience of managing the appropriate actions and reporting procedures to combat ongoing risk of financial irregularities. * Demonstrate experience of credit and collection technologies and their application to the various chase paths, and with 3rd party vendors. * Demonstrate experience of managing distressed debt including interpretation of financial data, and relevant background information to ensure the optimal recovery is achieved in a satisfactory manner to all parties involved where possible. * Management, coordination and analysis on Dispute Management/Dispute process. * Demonstrate excellent ICT skills and knowledge of standard software tools including MS Office suite. * Demonstrate knowledge and understanding of ICT Systems and technologies in use in a large complex organisation and an awareness of the strategy and aims of OCIO. * In-depth knowledge and experience of financial systems including internal controls and use of reporting methodologies. * Demonstrate experience of extracting, analysing and collating data from multiple sources to generate high level reports. * A proven record of developing and implementing standards, policies, procedures and guidelines. * Knowledge of relevant HSE policies, legislation and National Financial regulations. * 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. * Identify risk areas and provide adequate control solutions to achieve O2C objectives * 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. | | |

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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 the post 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 01/08/2025)  €60,013 - €61,479 - €63,192 - €64,911 - €66,636 - €68,176 - €69,745 - €71,272 - €72,788 - €**75,397 - €78,015 LSIs**  New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Working Week** | The standard weekly working hours of attendance for your grade are **35** hours per week. Your normal weekly working hours are **35** hours. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full time equivalent.  You are required to work agreed roster/on-call arrangements advised by your Reporting Manager. Your contracted hours are liable to change between the hours of 8.00am and 8.00pm over seven days to meet the requirements for extended day services in accordance with the terms of collective agreements and HSE Circulars. |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004. |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.  ***\* Public Servants not affected by this legislation:***  Public servants joining the public service, or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.  Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies.  Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.  Visit [HSE Children First](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/) for further information, guidance and resources. |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).  Key responsibilities include:   * Developing a SSSS for the department/service[[1]](#footnote-1), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. * Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. * Consulting and communicating with staff and safety representatives on OSH matters. * Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. * Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2). * Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. * Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.   **Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS. |

1. A template SSSS and guidelines are available on [writing your site or service safety statement](https://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)