

**Grade V Payment Services**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade V Payment Services*(Grade Code 0566)*   |
| **Campaign Reference** | NRS14855 |
| **Closing Date** | *Monday 08th September 2025 at 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 are currently three permanent whole-time vacancies available in the following locations:* FSS Payment Services Office, 2nd Floor, Unit 1, IDA Purcellsinch Business Park, Dublin Road, Kilkenny
* 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.
* FSS Payment Services Office, Block D, Parkgate Business Centre, Parkgate St, Dublin 8

 A panel may be formed as a result of this campaign for **Grade V, 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**  | Elizabeth Galligan Payment Services Vendor Invoice ManagementOperations ManagerEmail: Elizabeth.galligan@hse.ieMobile: 087 4068729 Margo Kovarova, Payment Services Payment Processing & Revenue Reporting Operations ManagerEmail: 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
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| **Reporting Relationship** | The post holder will report to the Grade VI, or other nominated manager in the relevant department. |
| **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 V Payment Services will be responsible for providing administrative/supervisory and management support to Grade VI and/or Grade VII on a day to day basis.The Grade V Payment Services will be responsible for supporting and ensuring the effective and controlled delivery of services in the relevant department including the supervision of assigned team members associated with the role.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. |
| **Principal Duties and Responsibilities** | The position of Grade V, Payment Services encompasses both managerial and administrative responsibilities which include the following:**Administration*** Contribute to resolution of issues in coordination with Finance Shared Services teams and external customers
* Ensure that open reconciling items on reconciliations are resolved within agreed timelines
* Support the delivery of high volume transaction processing within deadlines
* Preparation and distribution of *ad hoc* reports from IFMS system as requested.
* Maintain a good understanding of internal and external factors that can affect service delivery including national and local issues that impact on own area
* On-going monitoring of Key Performance Indicators (KPIs) and metrics linked to Service Plan objectives and priorities.
* Ensure adherence to HSE Policies and Procedures
* Maintain relationships with key stakeholders.
* Support client query resolution.
* Undertake special assignments as directed

**Human Resources / Supervision of Staff*** Staff management and supervision as required within HSE Finance Shared Services.
* Work closely with team members and provide cross cover where necessary.
* Maintain and update processes and procedures to be used for staff training and reference purposes
* Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships

**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 and implement change to incorporate same, in agreement with line manager

**Service Delivery and Improvement*** Embrace change and adapt local work practices accordingly, ensuring team knows how to action changes
* Encourage and support staff through change processes
* Monitor efficiency of service provided by team, identify and implement changes to the administration of the service where inefficiencies arise

**Standards, Policies, Procedures & Legislation*** Maintain own knowledge of relevant HSE policies, procedures, guidelines and practices to perform the role effectively and to ensure current work standards are met by own team
* Maintain own knowledge of relevant regulations and legislation e.g. Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts etc.
* Pursue continuous professional development in order to develop management expertise and professional knowledge
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards and other standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc and comply with associated HSE protocols for implementing and maintaining these standards 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** | ***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**:

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|  | Have satisfactory experience as a clerical officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004OrHave obtained a pass (Grade D) in at least five subjects from the approved list of subjects in the Department of Education Leaving Certificate Examination, including Mathematics and English or Irish1. Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.OrHave completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.OrHold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI).Note1: Candidates must achieve a pass in Ordinary or Higher level papers. A pass in a foundation level paper is not acceptable. Candidates must have achieved these grades on the Leaving Certificate Established programme or the Leaving Certificate Vocational programme. The Leaving Certification Applied Programme does not fulfil the eligibility criteria. |

and* 1. Candidates must possess the requisite knowledge and ability, including a high standard of suitability, 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** | * Experience of working in a busy office environment, managing competing priorities and deadlines.
* Experience in a role working with multiple internal and external stakeholders
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| **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.
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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. |



**Grade V 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 01/08/2025):€51,718 - €53,265 - €54,843 - €56,456 - €58,078 - €**59,969 - €61,866 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)