 

**Managed Services Lead (Grade VII)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Managed Services Lead (Grade VII)(Grade Code 0582) |
| **Campaign Reference** | NRS14871 |
| **Closing Date** | 12.00pm noon Wednesday 30th July 2025  |
| **Proposed Interview Date (s)** | Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | There is currently one permanent whole-time vacancy available in National Ambulance Service, Fleet & Equipment Department, Tullamore, Co. Offaly.The post holder will be required as part of this role to travel and attend meetings at national level in key NAS offices and with suppliers around the country. A panel may be formed as a result of this campaign for Grade VII, Managed Services Lead, Fleet & Equipment Department, NAS, Tullamore from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.\*Applicants should be aware that the HSE is implementing an organisational re-design of NAS which will mean that in due course, NAS will be re-organised into six Operational Areas, aligned to the future Sláintecare regions. |
| **Informal Enquiries** | **Name:** Johnny Dicker, Head of Fleet and Logistics, National Ambulance Service**Email:** johnny.dicker@hse.ie **Tel.:** 087–1880756 |
| **Details of Service** | The National Ambulance Service (NAS) is the statutory Pre-Hospital urgent, emergency and critical care and retrieval provider for the State. The NAS mission is to serve the needs of patients and the public as part of an integrated health system, through the provision of high quality, safe and patient centred services. This care begins immediately at the time that the emergency call is received, continues through to the safe treatment, transportation and handover of the patient to the clinical team at the receiving hospital or emergency department. Serving a population of over 5 million people, the NAS responds to over 400,000 ambulance calls each year, employs over 2400 staff across 118 locations and has a fleet of more than 620 vehicles. In conjunction with its partners the NAS transports approximately 33,000 patients via an Intermediate Care Service, co-ordinates and dispatches more than 800 Aero Medical / Air Ambulance calls, completes 600 paediatric and neonatal transfers and supports Community First Responder Schemes.In 2025, the National Ambulance Service will continue implementation of a strategic plan, NAS Strategy 2025 to 2034, which is focused on ensuring the delivery of patient centred care. It brings together recommendations from a wide series of reviews into a single plan. A critical element of this is the implementation of shifting models of care that will see the service utilise other alternative services for our patients other than the emergency department.  |
| **Reporting Relationship** | Post holder will report to a General Manager of Fleet and Assets or other nominated manager |
| **Key Working Relationships** | The key working relationships associated with this role are:* NAS Senior Managers (including Senior Tactical Managers)
* NAS Managers (including NAS Shift Managers)
* NAS Staff
* HSE Procurement
* HSE National Health and Safety Function
* HSE Capital & Estates
* HSE Fire Prevention Officers
* HSE Internal Audit
* Dublin Fire Brigade
* State Claims Agency
* Health and Safety Authority
* External Service Providers
* Suppliers and Vendors
* Trade Unions
* Health and Safety Representatives
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| **Purpose of the Post**  | The Grade VII, Managed Services Leadwill implement and oversee a managed service solution to provide a system of fleet maintenance, repair and vehicle availability monitoring that ensures vehicles are available to meet operational demand, by hour of day, day of week and location. This managed service solution (MSS) will be for a large and diverse fleet portfolio on behalf of all HSE provider organisations. The MSS (Fleet Asset Coordination Centre) will support fleet compliance with all relevant statutory, legislative and financial requirements as well as manufacturer’s maintenance recommendations. The post holder will be responsible for the analysis of vehicles using telematics data, with recommendations for action.The post holder will monitor and manage the NAS vehicle maintenance programme and provide high level reports to the Head of Fleet and Logistics, the Operations Directorate and others as required. The post holder will develop a system that provides meaningful and accurate information for appropriate reports on fuel cost and volume of fuel used by NAS vehicles and present these together with conclusions and recommendations for action, as appropriate. The post holder will ensure that fuel expenditure is monitored to assist financial and budget management and forecasting within all Operational Areas. The post holder will develop systems that ensure compliance with the HSE National Financial Regulations for the ordering, receipt and issue of fuel cards, and that electronic fuel card transactions supplied by the HSE approved fuel card supplier are recorded on the fleet management system.  |
| **Principal Duties and Responsibilities** | The position of Grade VII, Managed Services Lead encompasses both managerial and administrative responsibilities which include the following:**Fleet Informatics*** Develop a system, for the collection and analysis information of fleet management key performance indicators.
* Generate meaningful and accurate information for appropriate reports on vehicle costs and activities within the Fleet department and present these together with conclusions and recommendations for action.
* Advise on software and reporting requirements for fleet management and ensure effective operation of this system throughout all Operational Areas.
* Maintain the vehicle fleet maintenance software package and provide management reports, as required.
* Ensure the application of process throughout all Operational Areas to maintain accurate and up to date fleet information is held on the Fleet Department’s fleet management computer system.
* Ensure comprehensive individual vehicle maintenance records are maintained, analysed and acted upon, as appropriate.
* Provide information, analysis and advice to the Health and Safety Manager on road traffic collisions.
* Work with the Technology, Data and Business Analytics function to ensure all fleet data is available for wider integrated analysis.

**Financial and Resource Management** * Achieve financial outcomes in accordance with the National Service Plan requirements including a balanced budget outcome
* Ensure remedial strategies are implemented in a timely manner where performance is below target
* Develop and monitor Cost Improvement Plans and ensure plans are robust/consistent with NAS requirements.
* Exercise administrative and financial delegations where appropriate, implementing decisions as required
* Represent NAS in relevant forums, advocating on behalf of the interests of its patients and staff
* Participate with other senior managers in the risk management of NAS, including the relevant areas of the Risk Register and Assurance Framework.

**Supplier Management** * Proactively review supplier performance against agreed targets and manage and develop key supplier relationships.
* Performance manage all contracts ensuring continuity of supply for supplies, medical devices, patient equipment, consumables and work wear ensuring effective service and cost control and value for money.
* Ensure all third parties comply with SLA’s, and that these are regularly reviewed.

**Communications and Relationships*** Develop strong working relationships with operational and corporate teams.
* Work with multi-disciplinary teams from across the HSE to deliver agreed outcomes.
* Foster effective and supportive relationships with Senior Managers to enable delivery of agreed outcomes and compliance with new standards and ways of working.
* Support the stakeholder engagement requirements of the NAS Transformation Programme.

**Risk Management and Business Continuity** * Ensure that the NAS safe system of work is in place during their period of duty and where an issue is urgent, complete a dynamic risk assessment.
* Know when to document and escalate risk and recommend mitigation
* Observe, report and take appropriate action without delay on any matter which may be detrimental to staff and/ or service user care that may be inhibiting the provision of care.
* Assist in the implementation and adherence to established policies and procedures e.g. health and safety, Children First and Safeguarding etc.
* Ensure completion of incident/ near miss forms/ clinical risk reporting and ensure the relevant information is handed over to the relevant manager without delay.
* Liaise and engage with other relevant staff in the course of the duties.
* Maintain confidentiality of patient identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility.

**Administration*** Contribute to the development of service plans for own area of responsibility and implement service plan objectives within own area.
* Ensure the efficient management and administration of area of responsibility.
* Execute assignments in accordance with agreed plans, budgets and deadlines.
* Ensure deadlines are met and that service levels are maintained.
* Prepare regular reports on the progress of work against the operational plan.
* Provide accurate information to management in a timely manner, ensuring that administrative and financial records are readily available.
* Inform management of ideas / solutions to maximise effective use of resources / improve service delivery.
* Advise, promote and participate in the implementation of innovations in service delivery.
* Participate in and lead project working groups, represent the HSE on committees as required.
* Build and maintain relationships with key stakeholders to gather support for new initiatives.
* Make decisions and solve problems in a timely manner and inform others of decisions that have implications for them, making sure team knows how to action them.
* Gather information from a variety of sources to ensure decisions are in line local and national agreements.
* Ensure regular two-way communication happens between line management and senior management.
* Provide administrative support for meetings and attend as required.
* Maximise the use of technology to advance the quality and efficiency of service provision.

**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.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.
* 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

**Other** * 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** | ***This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement -161867**** 1. Eligible applicants will be those who on the closing date for the competition:

Have satisfactory experience in an office under the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 at a level not lower than that of Grade IV (or equivalent).**AND**Have not less than two years’ satisfactory experience either in that office or in an office at a level not lower than that of Clerical Officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004**AND*** 1. Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.

**Health**A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. **Character**Each candidate for and any person holding the office must be of good character.***\* A list of ‘other statutory health agencies’ can be found:***<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/>. |
| **Post Specific Requirements** | * Experience of working with Managed Solution Systems such as Fleet Telematics, Asset Management and ICT systems
* Experience of working in a busy office environment which has involved interacting in a professional manner with senior management and other key internal and external stakeholders
* Significant experience of professional writing including the generation of documents such as letters, reports, media briefings etc.
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| **Additional eligibility requirements:** | **Citizenship Requirements** Eligible candidates must be: 1. EEA, Swiss, or British citizens

**OR**1. Non-European Economic Area citizens with permission to reside and work in the State

Read Appendix 2 of the Additional Campaign Information for further information on accepted Stamps for Non-EEA citizens resident in the State, including those with refugee status.To qualify candidates must be eligible by the closing date of the campaign.  |
| **Other requirements specific to the post** | * A flexible approach to working hours to fulfil the requirements of the role
* Access to appropriate transport to fulfil the requirements of the role
* This is a leadership role but not in the Operations Directorate and hence, this is not a uniform role in NAS
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience****Demonstrates:*** Knowledge and experience relevant to the role as per the duties & responsibilities eligibility criteria and post specific requirements of the role.
* The ability to work in line with relevant policies and procedures.
* Commitment to developing own professional knowledge and expertise.
* Experience working with Managed Solution Systems e.g. Fleet Telematics, Asset Management and ICT systems.
* Knowledge and or/experience in the performance management of external providers.
* Knowledge of ICT Fleet systems.
* Knowledge of asset management systems.
* Knowledge of forecasting and budgeting processes.
* Knowledge and understanding of procurement at a national (Office of Government Procurement) level.
* Knowledge of relevant health and safety legislation.
* Ability to translate strategic goals into operational plans.
* Demonstrate excellent MS Office skills to include, Word, Excel and PowerPoint, Teams, Visio, Project management.

**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.

**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.

**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 the ability to confidently explain the rationale behind decision when faced with opposition.
* Demonstrate initiative in the resolution of complex issues / problem solving and proactively develop new proposals and recommend solutions.

 **Team Working** * Demonstrate 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.

**Commitment to a Quality Service*** Demonstrate 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.
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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 being called forward 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. For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <https://www.hse.ie/eng/staff/resources/diversity/>  |
| **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 that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should 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.The CPSA Code of Practice can be accessed via <https://www.cpsa.ie/>. |
| 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. |

 **Managed Services Lead (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 effective 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**The salary for this role reflects the requirements set out in the eligibility criteria and is all inclusive. Hence no other allowances, including qualification allowance, or payments are payable.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.For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/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://www2.healthservice.hse.ie/organisation/national-pppgs/writing-your-site-or-service-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)