**Grade VI, Business Support Manager Payroll**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade VI, Business Support Manager Payroll(Grade Code 0574) |
| **Campaign Reference** | NRS14897 |
| **Closing Date** | Thursday 24th July @ 12 noon  |
| **Proposed Interview Date (s)** | Candidates will normally be given at least two weeks' notice of interview.  |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | There is currently 1 permanent whole-time vacancy available in the National HR & Payroll Unit, 2nd Floor, Unit 5, Clonminch Hi Technology Park, Tullamore, OffalyA panel may be formed as a result of this campaign for **Grade VI, Business Support Manager within the National Ambulance Service** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.  |
| **Informal Enquiries**  | Ms. Breda Carroll, Payroll Manager **Email:** Breda.carroll@hse.ie Mobile: 087 1157470 |
| **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 to the implementation of this plan is the transferring of models of care that will see the service utilise other alternative services for our patients, other than the emergency department. |
| **Reporting Relationship** | The post holder will report to the Payroll Manager, National Ambulance Service, 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 HR / Payroll
* NAS Finance
* 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
* PHECC
* National Ambulance Colleges
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| **Purpose of the Post**  | To provide management support within National HR & Payroll Unit and to supervise assigned staff. |
| **Principal Duties and Responsibilities** | **The position of Grade VI, Business Support Manager Payroll encompasses both managerial and administrative responsibilities which include the following:****Administration*** Ensure the efficient administration of area of responsibility
* Appropriately delegate responsibility and authority
* Ensure deadlines are met and that service levels are maintained
* Support the implementation of service plan and business plan objectives within own area.
* Ensure all general and financial records are readily available
* Ensure the compliance and governance of National Financial Regulations.
* Preparation of reports and full adherence to reporting deadlines
* Maintain a good understanding of internal and external factors that can affect service delivery including awareness of national and local issues that impact on own area
* Maintain relationships with key stakeholders.
* Promote co-operation and working in harmony with other teams and disciplines
* Ensure decisions are in line with local and national agreements
* Provide administrative support for meetings and attend as required.
* Promote good working practice and uniformity of standards

**Customer Service*** Promote and maintain a customer focused environment by ensuring service-users are treated with dignity and respect

**Human Resources / Supervision of Staff*** Supervise and ensure the well-being of staff within own remit
* Manage corporate office staff attendance including; annual leave, flexi leave and absenteeism,
* Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships
* Co‐ordinate, monitor and review the work of the administrative/ support staff
* Conduct regular staff meetings to keep staff informed and to hear views
* Identify and agree training and development needs of team and design plan to meet needs
* Manage the performance of staff, dealing with underperformance in a timely and constructive manner

**Risk Management, Quality, Health & Safety*** Adequately identifies, assesses, manages and monitors risk within their area of responsibility.

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

**Service delivery and service improvement*** Identify opportunities for improvement and implement.
* 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

**Standards, policies, procedures & legislation*** Contribute to the development of policies and procedures for own area
* 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. Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts etc.
* Maintain a broad knowledge of policies and procedures of the organisation
* 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.
* To 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 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.And1. 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** | * Significant experience using SAP Payroll or SAP Financials as relevant to the role
* Experience working in a busy office environment which involves interacting with internal and external stakeholders
* Experience in delivering multiple concurrent pieces of work, as relevant to the role
* Experience in managing and supervising a team
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| **Other requirements specific to the post** | Access to appropriate transport to fulfil the requirements of the role as the post will involve travel. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience*****Demonstrate:**** Excellent MS Office skills to include, Word, Excel and PowerPoint
* Experience using SAP Payroll / SAP Finance
* Experience of delivering multiple concurrent pieces of work
* Knowledge and experience of using an email system effectively e.g. Outlook, Lotus Notes
* Knowledge of the health service including a basic knowledge of HSE reform
* Knowledge and understanding of Data Protection and Freedom of Information (FOI) legislation
* Knowledge of HSE HR policies and procedures
* Experience managing and supervising a team
* Commitment to developing own professional knowledge and expertise

**Planning and Managing Resources*** Demonstrate the ability to effectively plan and manage own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met.
* Prioritises effectively to manage multiple projects concurrently, structuring and re-organising own workload and that of others as needed.
* Demonstrates responsibility and accountability for the timely delivery of agreed objectives.

**Commitment to a Quality Service*** Practices and promotes a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user.
* Proactively identifies areas for improvement and develops practical solutions for their implementation.
* Embraces and promotes the change agenda, supporting others through change and effectively seeing it through.
* 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 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 make sound decisions with a well-reasoned rationale and to stand by these as appropriate.

**Team working** * Demonstrate an ability to work as part of the team in establishing a shared sense of purpose and unity.
* The ability to work with the team to facilitate high performance, developing clear and realistic objectives.
* Demonstrates leadership; creating a 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*** Demonstrate excellent communication and interpersonal skills including the ability to present information in a clear, concise and confident manner (verbally and written).
* Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders to assist in performing the role.
* Demonstrate commitment to regular two-way communication across functions and levels, ensuring that messages are clearly understood.
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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 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. |

**Grade VI, Business Support Officer Payroll**

**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: (01/03/2025)€56,757, €58,110, €59,761, €62,862, €64,716, **€67,025, €69,341 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. HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th, 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **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)