

**Grade V Staff Officer**

**HR – Leadership and Capability**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade V Staff Officer*(Grade Code 0566)* |
| **Campaign Reference** | NRS14912 |
| **Closing Date** | 12:00 PM Wednesday 27th August 2025 |
| **Proposed Interview Date (s)** | Proposed interview dates will be indicated at a later stage. Please note you may be called forward for interview at short notice. |
| **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 HR- Leadership and Capability Offices, 4th Floor, 20-23 Merchants Quay, Dublin 8A panel may be formed as a result of this campaign for **Grade V, Staff Officer in National HR – Leadership and Capability, National Human Resources, Dublin** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Paul Gahan Assistant National Director, HR - Leadership and Capability**Email:** paul.gahan@hse.ie **Tel No:** 087 099 4200 |
| **Details of Service** | National Human Resources (HR) provides strategic support, direction, advice and interventions to all areas of the health service, recognising that all staff throughout the system are the key to the delivery of excellent people capability.Implementing the Health Services People Strategy 2019 - 2024 is an organisational priority and supports the development of current and future health and social care leaders. Our shared purpose is to deliver safer better healthcare and staff and public value, and collectively support the significant reform and change agenda in Ireland.HR is committed to build capacity for change and address the people and culture priorities that impact on the organisation. Being competent and maximising the organisational capacity to work in a complex environment is a key requirement over the next ten years as the health system will continue to navigate and address key drivers for change including the following: Policy and reform agenda – the recommendations of the Committee on the Future of Healthcare in the Sláintecare Report (May 2017), Our Public Service 2020, Healthy Ireland: A Framework for Improved Health and Wellbeing and the Health Services Capacity Review (2018) all set out a challenging agenda for reform, public accountability and greater productivity. Sláintecare in particular will continue to challenge how health services deliver care and the fundamental assumptions informing current ways of working and organisational modes. Standards and regulation – driving quality, service improvements and accountability. Applying evidence and knowledge – demonstrating better ways of delivering outcomes.Levering e-health and technology – using technology enabled solutions.Increased demands – including demographic and epidemiological changes.Resource pressures – finite capacity to meet demands and service developments.Multi-generational workforce – meeting the needs of our diverse workforce, competition for talent, attracting, recruiting and retaining high calibre people.Increase in social movement – citizens mobilised, digitally connected to global influences, investing in and becoming co-producers of health and social gain.The function of Leadership and Capability is to help enhance the performance of integrated services at organisational, team and individual levels. Leadership and Capability works closely with Service colleagues to develop and prioritise learning and development to ensure we have the capability and capacity to confidently deliver person-centred care, problem solve and innovate. This approach is reflected in Sláintecare which requires increasing organisational capacity, enhancing leadership accountability and building a sustainable, resilient workforce that is supported and enabled to deliver the Sláintecare vision. |
| **Reporting Relationship** | The post holder will report to General Manager, Leadership and Capability or other designated officer and be ultimately responsible to the Assistant National Director, HR – Leadership and Capability. |
| **Key Working Relationships** | The post holder will work closely with the General Manager, the Assistant National Director, HR – Leadership and Capability, along with other members of the wider Leadership and Capability team. They will have on-going engagements with service leads and staff throughout the HSE.  |
| **Purpose of the Post**  | The post holder will manage and support operations, initiatives, interventions, administration, projects and programmes across the division.  |
| **Principal Duties and Responsibilities** | * Manage and support Leadership and Capability programmes, projects, events and initiatives.
* Provide administrative and technical support to Leadership and Capability’s Learning Management System hosted through HSeLanD.
* Maintain and update Leadership and Capability programme materials as required.
* Provide support and/or cover where required for Leadership and Capability Team colleagues, including moderating and/or facilitating training as required.
* Lead on or contribute to monthly/annual and other ad-hoc reports and department documentation as required across Leadership and Capability e.g. budgets, finance, accruals, and activity reports.
* Manage email correspondence through departmental shared mailboxes as required.
* Develop and facilitate a range of Leadership and Capability programmes including but not limited to:
* Gradlink Continuous Professional Development (CPD) Programme
* Corporate Induction Programme
* Minute Taking
* Effective Meetings
* Presentation Skills
* Manage the LLTM National Prospectus and update in line with departmental and programme changes and liaise with Leadership and Capability managers and teams as required.
* Draft and develop activity and other reports and promotional material on the work of Leadership and Capability.
* Support the administration of the Health Service Leadership Academy and other programmes as required.
* Provide administration and support to the Diversity, Equality and Inclusion (DEI) General Manager and team as required, including DEI comp and Staff Networks.
* Prepare and compile departmental documentation, presentations and reports as required.
* Maintain relevant statistics on work undertaken in Leadership and Capability.
* Provide administrative support to Leadership and Capability Assistant National Director, General Managers and other personnel as required.
* Support, promote and actively participate in Leadership and Capability initiatives.
* Ensure that general records and archives are accurate, maintained confidentially and readily available as required.
* Establish and maintain relationships with key internal and external stakeholders.
* Manage the administration and organisation of Leadership and Capability events.
* Provide administrative support for virtual and face to face meetings, attending and minute taking as required.
* Maintain communication and other content on HSeLanD hubs and various other digital media sites etc. as required.
* Support the operation of the Gradlink programme as required.
* Promote cooperation and team-working internally within Leadership and Capability.
* Ensure deadlines are met and that service levels are maintained at all times.
* Assist in maintaining the asset and risk register for Leadership and Capability.
* Assist in the induction and training of new staff members as required.
* Ensure a whole systems approach avoiding duplication to maximise efficiency and effectiveness.
* Actively engage in and identify personal development/training needs as relevant to the role and bring to Line Manager for review.
* Deal with queries in relation to Leadership and Capability as appropriate.
* Keep up to date on emerging trends and best practice in Leadership, Learning and Talent Management.
* Ensure line management is kept informed of emerging issues and any risks identified regarding the Leadership and Capability function.

**Customer Service*** Promote and maintain a customer focused environment by ensuring service users / customers are treated with dignity and respect.
* Seek feedback from service users / customers and implement change to incorporate same, in agreement with Line Manager.

**Human Resources / Supervision of Staff*** Supervise and ensure the wellbeing of staff within own remit.
* Ensure an even distribution of workload amongst the team, taking into account absence due to annual leave etc.
* Create and promote a positive working environment among staff members which contributes to maintaining and enhancing effective working relationships.
* Promote cooperation and working in harmony with other teams and disciplines.
* Deal with under performance in a timely and constructive manner.
* Identify training and development needs of staff in own area.
* Pursue and promote continuous professional development in order to develop management expertise and professional knowledge.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.

**Service Delivery and Improvement*** Ensure accurate attention to detail in own work and work of team.
* Actively participate in innovation and support change and improvement initiatives within the service; adapt local work practices ensuring team knows how to action changes.
* Monitor efficiency of service provided by team, identify and implement changes to the administration of the service where inefficiencies arise.
* Encourage and support staff through change processes.

**Standards, Policies, Procedures and Legislation*** Contribute to the development of policies and procedures for Leadership and Capability.
* Maintain own knowledge of relevant policies, procedures, guidelines and practices to perform the role effectively and to ensure standards are met.
* Maintain own knowledge of relevant regulations and legislation e.g. Employment, Health & Safety Legislation, Financial Regulations, Freedom of Information Acts etc.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards and other standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards.
* 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 him/her 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****Professional Qualifications, Experience, etc**(a) Eligible applicants will be those who on the closing date for the competition:(i) 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 2004.**Or**(ii) Have 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.**Or**(iii) Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction**Or**(iv) Hold 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**(b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.**Health**Candidates for and any person holding the office must be fully competent and capable ofundertaking 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**Candidates for and any person holding the office must be of good character. |
| **Post Specific Requirements** | * Experience of working in a busy office environment including managing concurrent projects of work whilst adhering to deadlines.
* Experience in professional writing to include dealing with the generation documents, reports and minute taking.
* Experience in a role which has involved working with senior management and other key 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. |
| **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.  |
| **Skills, competencies and/or knowledge** | **Professional Knowledge and Experience**Demonstrates:* Knowledge of the Health Services People Strategy.
* An understanding of the work of HR Leadership and Capability.
* An understanding of employment legislation.
* An understanding of learning styles and other relevant models as they apply to this role.
* Knowledge of the Health Service, wider health service structure and HSE reform.
* Maximise the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc.
* Demonstrate the ability to work in line with relevant policies and procedures.
* Demonstrate commitment to developing own professional knowledge and expertise.
* An understanding of the critical components that make up and influence the health services and the interdependencies that contributes to their successful delivery.
* A good understanding of relevant regulations and legislation e.g. Employment, Health and Safety, Freedom of Information Acts etc.
* An understanding of the relevant strategies, reports, programmes and projects applicable to the role.

**Communication and Interpersonal Skills*** Effective verbal communication skills, delivering complex information clearly, concisely and confidently.
* Strong written communication skills including strong report writing and presentation skills.
* Excellent interpersonal skills in order to deal effectively with a wide range of stakeholders.
* The ability to build and maintain professional relationships with colleagues and other stakeholders to assist in performing the role.

**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.
* The ability to manage deadlines and effectively handle multiple tasks.
* The ability to manage within allocated resources and a capacity to respond to changes in a plan.
* Maintains an awareness of value for money.

**Evaluating Information, Problem Solving & Decision Making** * Demonstrate numeracy skills, an ability to analyse and evaluate information; and make effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management.
* Demonstrate initiative in the resolution of issues arising / problem solving and proactively develop new proposals and recommend solutions.
* Makes decisions and solves problems in a timely manner before they accumulate.

**Team working*** Demonstrate the ability to work on own initiative as well as part of a team, promoting a positive team spirit.
* Demonstrate leadership potential, the ability to manage the performance of others and support staff development.
* Works as part of the team to establish a shared sense of purpose and unity.

.**Commitment to a Quality Service*** Demonstrates a strong willingness and ability to operate in the flexible manner that is essential for the effective delivery of the role.
* Strong capability to manage competing demands without a diminution in performance.
* A core belief in and passion for the sustainable delivery of high-quality customer / user centred focused services.
* A commitment to continuing professional development.
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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 Staff Officer**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is permanent and whole time. The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage. Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration**  | The salary scale for the post is: (as at 01/08/2025)€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)