

**Additional Campaign Information**

**Regional Director of People, HSE Dublin & Midlands Health Region**

**NRS14924**

Dear Applicant,

Thank you for your interest in this role. It is our intention to form a panel as a result of this recruitment campaign as outlined in the Job Specification.

This document outlines how the recruitment process will be run.

1. **How do I apply for this post?**

**To apply for this post applicants must submit the following documentation:**

1. A fully completed Key Achievements Form particular to this post.
2. An updated Curriculum Vitae (CV) relevant to the requirements of this role. You will find all information relating to this role in the Job Specification.

* The National Recruitment Service will be unable to process your application further if you
  + Fail to submit the completed documentation requested
  + All parts of the Key Achievements Form are not completed
* Documentation must be submitted in Microsoft Word format **only**. Unfortunately, we are unable to accept applications stored on personal online storage sites, e.g. OneDrive, Cloud, Dropbox, Google Drive etc. or applications submitted in other file formats e.g. Google Docs.

Please ensure that your Key Achievements Form and CV are submitted as attachments, when

emailing, and are not sent as a link to an on line storage site e.g. Google Drive.

* The National Recruitment Service can only accept completed applications received by the closing date and time of **Wednesday 23rd July 2025 at 3:00pm.** If you submit more than one Key Achievements Form, the last one received prior to the closing date and time is the version that will be considered.
* Email applications will receive a response within 2 working days, which will let you know that we received your email. Please note a delivery receipt from your email provider should not be accepted as validation that the NRS has received your email.  Only a response from the email address to which you sent your email is confirmation that the NRS has received your email.**Therefore, if you have not received an email response from the NRS within 5 working days, we highly recommend that you contact us by emailing** [**recruitmanagement@hse.ie**](mailto:recruitmanagement@hse.ie) **to verify that your email has been received.**
* To ensure that the NRS has no issue in viewing your email, please ensure that you do not mark your email private before submitting it.  For example if you are using Microsoft Outlook you can check the setting by clicking *File*, then *Properties* and ensuring the *Sensitivity* setting is Normal and not Private.



Please note that the National Recruitment Service will only contact you by email therefore it is most important that your email address is included on your Key Achievements Form.

If you choose to use your work email address it is important to consider that you may receive communications that have a time deadline requirement while you could be working away or on leave. Therefore we recommend you also include a personal email address to which you have regular access.

1. **How will the selection process be run?**

* The purpose of this recruitment and selection process is to fill the current vacancy available. A position on a panel does not guarantee that you will be offered a post.
* An Eligibility Sift / Shortlisting process will be carried out on the basis of information supplied in your Key Achievements Form. The criteria for eligibility / shortlisting are based on the requirements of the role as outlined in the eligibility criteria and skills, competencies and/or knowledge section of the job specification. Therefore it is very important that you think about your experience in light of those requirements.
* Those applicants who are successful at eligibility and shortlisting will be called forward to interview.
* Any applicant who is not eligible or shortlisted will be informed of that decision
* Candidates invited to interview will be given more details regarding the interview at a later date**.**
* Candidates who are successful at interview will be placed on a panel in order of merit.
* Posts are offered to the candidate with the highest order of merit.
* We would like to highlight to you that interviews form a part of the selection process. The HSE must be satisfied that it has a full and comprehensive suite of references which assures it that the applicant’s past performance and behaviours are appropriate to the post. The HSE determines the merit, appropriateness and relevance of references. The HSE reserves the right to remove candidates from specific recruitment panels and retract job offers if satisfactory clearances (e.g. past /current employment references, security clearances) cannot be obtained or are unsatisfactory. All previous employers may be contacted for reference purposes. Please note the HSE may retract a job offer if sufficient satisfactory references cannot be obtained in a time frame congruent with service need. The HSE reserves the right to retract a job offer should the successful candidate be unable to fulfil the provisions / criteria of the specific post in line with service need.

Please refer to the link below for further information on:

* What to Expect – when applying for a job in the HSE
* What to Expect – the Recruitment Journey

<https://www.hse.ie/eng/staff/jobs/recruitment-process/>

We recommend that you visit <https://www.hse.ie/eng/staff/jobs/>  on regular basis to ensure you are aware of the wide range of HSE career opportunities.

1. **Interview Notes**

It should be expected that interview board members will take notes during each interview.  These notes are created by and for the interview board member for use as an aide memoir to support board discussions.  In keeping with process transparency, the relevant interview notes can be provided to a candidate on request.  Where notes are provided these will be copies of the original handwritten sheets, typed copies are not created and therefore cannot be provided.  It is important to remember the sole purpose of any notes produced, a verbatim or complete record of the interview overall should therefore not be expected.

1. **Formation of Panels**

**What is a panel?**

A panel is a list of candidates successful at interview placed in order of merit. Candidates are awarded a mark during the interview process and the candidate who scores the highest mark is placed first on the panel. Subsequent vacancies are then expressed to the panel in order of merit. If the number one successful candidate that expressed an interest on the panel refuses the job offer, it is then offered to the second candidate who expressed interest on the panel. Once a panel is formed, it remains in existence for 1 year and may be extended.

**Marking System**

Candidates are given marks for skill areas during the interview. These elements are clearly indicated on the job specification.

Where candidates score the same marks a further ranking process will apply. A previously agreed skill area of the interview will be chosen to further rank successful candidates e.g. Karen and Mary are both successful at interview. They both score 421 at interview, which would place them at joint number 3 on the panel.

If Professional Knowledge has been the secondary ranking area chosen then the candidate who has scored higher in this area and expressed an interest will receive the first job offer.

Karen scored 69 in the Professional Knowledge element and Mary scored 68. Karen will be number 3 a. on the panel and Mary will be number 3 b. on the panel.

Where candidates have the same mark on the secondary ranking, an additional ranking will be applied and so forth.

Please note in order to be deemed successful for a panel you must be awarded a minimum score of 40 for each competency area.

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| --- | --- | --- | --- |
| **Scoring Guide** | | | |
| **Little Evidence** of this key skill area presented | **Adequate / Satisfactory** evidence of this key skill area presented | **Good** evidence of this key skill area presented | **Strong** evidence of this key skill area presented |

The above Scoring Guide is provided to illustrate the breakdown of the Scoring Bands used by the Interview Board when scoring a candidate following interview.  It is important to note that the description used to identify each of the Scoring Bands is for illustrative purposes only and the wording could vary slightly on your interview marking sheet.  For example if you received a score anywhere between 40 – 69 for a competency area, the comment on the interview marking sheet might include the word sufficient / adequate/ satisfactory / reasonable or other variation to describe the evidence presented by the candidate in answer to the question they were asked.

**Future panels**

Please note the HSE reserves the right to contact all available successful candidates in the event that panels are exhausted. The HSE reserves the right to extend the life of the panel to fill specified purpose vacancies that may arise. The HSE may modify panel management rules in line with service need during the life time of the panel and will notify all remaining candidates of any changes.

1. **Acceptance / Declination of a Job Offer**

The time lines and panel management rules (i.e. how posts are offered) for each individual post will be included in the email communication sent to you for each individual post which arises and is relevant to your order of merit on the panel.

1. **Campaign Time Scales**

The closing date for receipt of completed requested documentation is **Wednesday 23rd July 2025 at 3:00pm**.

Proposed interview dates will be indicated at a later stage. Please note you may be called forward for interview at short notice**.**

1. **Security Clearance**

When a panel member accepts a post they will need to apply for a vetting disclosure from the National Vetting Bureau if their role is engaged in relevant work (e.g. access to, or contact with, children or vulnerable adults). This process will be initiated by the National Recruitment Service for the confirmed successful candidate recommended for any post engaged in relevant work.

All appointments will require satisfactory security clearances.

8.  **Appeal Procedures**

Appointments in the HSE are made under a recruitment license and are subject to the Code of Practice established by the Commission for Public Service Appointments (CPSA). Full details in relation the Code of Practice and review and complaints procedures are available on the CPSA Website **(www.cpsa.ie**).

**Section 7**

If a candidate is unhappy with a decision made at any stage while a selection process is ongoing, or believes that it was made on incorrect information or that documented procedure was not followed, they can request a review under Section 7 of the Code. The decision may be reversed if it is found to have been incorrect, to have been based on incorrect information or as a result of documented procedure not being followed.

**OR**

**Section 8**

If a candidate believes there has been a breach of the Code of Practice and the selection process followed was, in itself, unfair they can make a complaint under Section 8 of the Code.

A candidate can submit a request for a review of a decision under Section 7 of the Code or a complaint about the process under Section 8 of the Code **but not both.**

**How to submit a request for a review or complaint**

In order for the National Recruitment Service to deal with your request you will need to do the following before submitting a request:

1. Identify which procedure is appropriate to your particular circumstance (Section 7 or Section 8)
2. Advise if you wish to avail of an informal or formal review.
3. Clearly outline how the selection process was unfair or has been applied unfairly to you. Requests for a review or submission of a complaint without providing any facts or grounds to support the request will result in the NRS being unable to examine the matter.

It is recommended that candidates should pursue an informal review/complaint in the first instance. However should a candidate not wish to engage in the informal review/complaint process, they can proceed directly to the formal process.

The process for submitting a request for a review or a complaint is as follows:

**Informal Review/Complaint**

Request must be submitted by email to Aine Loughlin, Campaign Lead ([Aine.Loughlin1@hse.ie](mailto:Aine.Loughlin1@hse.ie)) within **5 working days** of receipt of a decision.

**Formal Review/Complaint**

Request must be submitted by email to the Formal Appeals Officer ([recruitmentappeals@hse.ie](mailto:recruitmentappeals@hse.ie)) within **5 working days** of receipt of a decision.

**9. HSE Privacy Policy**

The National Recruitment Service is committed to protecting your privacy and takes the security of your information very seriously. The National Recruitment Service aims to be clear and transparent about the information we collect about you and how we use that information. More information on the HSE NRS Candidate Privacy Policy, is available at [HSE NRS Candidate Privacy Statement](https://www.hse.ie/eng/staff/jobs/recruitment-process/candidate-privacy-notices-for-candidates-in-recruitment-process.html)

**10. How National Recruitment Services will contact you**

Please note that the National Recruitment Service will contact you by methods such as email, phone, SMS, or by post therefore it is most important that all your contact detail are included on your application form.

It is your responsibility to ensure you have access to your emails. If you choose to use your work email addresses you may receive communications that have a time deadline requirement while you may be working away or on leave. We recommend you use a personal email address to which you have regular access.

To reduce the possibility of emails from the NRS team being directed to spam we recommend that you add the HSE Domain to your WHITELIST or safe senders list in your email domain. Due to the number of domain providers we are unable to provide a single instruction on this so we recommend that you research this for your particular domain.

1. **How to contact National Recruitment**

For any queries regarding the Recruitment process please contact the NRS Help Desk on:

**Tel:** 0818 473677 (for candidates calling from outside Ireland +35341 6859506)

or by **email** on: [asknrs@hse.ie](mailto:asknrs@hse.ie)

For queries specifically relating to the role please contact the named person on the Informal Enquiries section on the Job Specification

1. **Support modules for candidates engaging in the HSE Recruitment process**

Three support modules, for candidates engaging in the HSE recruitment process, are now available on the HSE Website. You can access the modules by using the following link <https://www.hse.ie/eng/staff/jobs/recruitment-process/>

The eLearning modules are also available on HSELand. They can be accessed by entering ‘*Getting a Job in the HSE*’ in the search function.