

**Knowledge Management Officer (Grade VI)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | **Knowledge**  Knowledge Management Officer (Grade VI)  *(Grade Code: 0574)* |
| **Campaign Reference** | NRS14932 |
| **Closing Date** | **Tuesday 30th September 2025 at 12:00 noon** |
| **Proposed Interview Date (s)** | Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | There is currently one permanent whole-time vacancy available in the Health Protection, Knowledge, Evidence and Quality Improvement Division of the Health Protection Function of the HSE, 25-27 Middle Gardiner Street, Dublin 1  A panel may be created for **Knowledge Management Officer (Grade VI), Health Protection, Knowledge, Evidence and Quality Improvement Division, Public Health including HSPC and NIO**, from which all current and future permanent and specified purpose vacancies of full time or part time duration may be filled. |
| **Informal Enquiries** | Randal Parlour.  Email: [**Randal.Parlour@hpsc.ie**](mailto:Randal.Parlour@hpsc.ie) |
| **Details of Service** | A National Health Protection function – led by the Director of National Health Protection– will promote an integrated, all hazards health protection service, with regional and national responsibilities for the provision of that service, embedded in a unified Public Health Service for Ireland. This integrated health protection service is mandated by the Medical Officer of Health (MOH) legislation. It will be integrated with services regionally and be delivered by Specialist/Consultant-led multidisciplinary teams enabled to work to the top of their license  Health Protection includes the following domains of practice:   * Infectious Diseases * Environment and Health * Health and Emergency Preparedness and Response   The Public Health, Health Protection function is carried out by 6 HSE Regional Departments of Public Health, the Health Protection Surveillance Centre (HPSC) and the National Immunisation Office (NIO), led by the Director of National Health Protection.  As part of the National Health Protection function, the HSE is establishing a new Health Protection, Knowledge, Evidence and Quality Improvement Division, which will lead on Health Protection guidance/guideline development, evidence synthesis and knowledge management.  The HSE National Health Protection Office is a key part of the Health Service Executive (HSE) in Ireland, focusing on protecting the population from health threats. It provides strategic direction for health protection services and works with various partners to prevent harm from various hazards. The office includes the Health Protection Surveillance Centre (HPSC) and the National Immunisation Office.  The Public Health function is embarking on a programme for strategic structural reform to implement a new operating model for Public Health Medicine service delivery. The reform programme outlined for Public Health Medicine and/or the wider Health Service may impact on this role, and as structures change the job specification may be reviewed. |
| **Reporting Relationship** | The post holder will report into the Research and Guideline Development Unit Co-ordinator or other designated manager. |
| **Key Working Relationships** | The post holder will work closely with various stakeholders, including regional and national Public Health entities, and external partners such as National Virus Reference Laboratory (NVRL), Irish College of General Practitioners (ICGP), hospital-based teams (including and not exclusive to Clinical Microbiology, Infectious Diseases, and Infection Prevention & Control), Occupational Health, AMRIC and Department of Health (DOH). These collaborations have enhanced our ability to produce high-quality, impactful guidance. |
| **Purpose of the Post** | The main purpose of this role is to develop systems to manage the vast array of data, documentation, reports generated in the process of developing guidance for the pandemic response.  There is a strong element of quality assurance and audit of processes required for this role along with evidence synthesis skills to work in tandem with the public health researchers. |
| **Principal Duties and Responsibilities** | **General**   * Work as part as of the Health Protection, Knowledge, Evidence and Quality Improvement team. * Manage and proactively develop knowledge resources for health protection through the application of professional competencies in acquisitions, collection development, cataloguing, classification and management. * Manage and proactively develop knowledge management services for health protection. * Knowledge service projects as required. * Build and maintain strong working relationships with stakeholders from partner organisations. * Develop and maintain relationships with peers in similar institutions and roles. * Engage in continuing professional development. * Foster a culture of quality improvement by continuously evaluating services.   **Research Request Service**   * Participate in the delivery of a comprehensive consultation and research request service to include literature and systematic review searching across relevant disciplines.   **Evidence Informed Healthcare:**   * Provide professional enquiry and reference services using advanced searching, critical appraisal and knowledge summary skills in order to locate and disseminate best evidence. * Advocate for and proactively promotes evidence-based practice. * Collect and collate data on the use and impact of evidence supplied.   **Service Delivery and Service Improvement**   * Ensure accurate attention to detail in own work and work of team. * 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. * Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring the team knows how to action changes. * Encourage and support staff through change processes. * Monitor efficiency of service provided by team, identify and implement changes to the administration of the service where inefficiencies arise. * Work as part of a national team to formulate and implement standardised policies and procedures. * Interact with a wide range of disciplines and specialties both hospital- and community-based. * Participate in national project teams or activities as delegated. * Keep up-to-date with the professional literature and continually develops professional competencies and knowledge. * Collate and prepares statistical reports including usage and compliance of resources as required. * To perform such other duties, to undertake all duties in a confidential, professional and courteous manner when representing the service.   **Human Resources / Supervision of Staff**   * Manage the performance of staff, dealing with underperformance in a timely and constructive manner. * Ensure an even distribution of workload amongst the team, taking into account absence due to annual leave etc. * If required, to supervise and ensure the wellbeing of staff within own remit. * Create and promote a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships. * Promote co-operation and working in harmony with other teams and disciplines. * Conduct regular staff meetings to keep staff informed and to hear views. * 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 management expertise and professional knowledge. * Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.   **Communications**   * Ensure appropriate communication and information systems are in place to address the needs of a wide range of stakeholders * To effectively handle queries directed to the office – assessing, recording and passing on queries, ensuring that such enquiries are dealt with in a timely manner and responses recorded.   **Team Working**   * To lead and contribute to the development of an effective team environment. * To contribute to a process of continuous process improvement within Health Protection services including the National Office   **Standards, Policies, Procedures & Legislation**   * Contribute to the development of policies and procedures and ensure 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, GDPR. * 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. * 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 Description 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***  **Candidates must have at the latest date of application: -**   1. **Professional Qualifications, Experience, etc.** 2. **Eligible applicants will be those who on the closing date for the competition:** 3. 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**   1. 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**   1. Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.   **Or**   1. 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**   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** | * Significant experience in a role which has involved the development of systems for the management of data, documentation and reports * Experience working with health library systems and digital resources to include experience in undertaking systematic reviews and literature searches * Experience in a role which has involved the preparation of training documentation and supporting the delivery of training programmes * Experience managing and working collaboratively with multiple internal and external stakeholders, as relevant to this role. |
| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role. * This post may involve occasional early morning and evening work. |
| **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 & Experience**  **Demonstrate:**   * Ability to provide reference, literature and systematic review searching assistance in specialised subject areas. * Experience working with health databases and online information resources. * Knowledge and experience of library management systems * Experience in cataloguing and classification * Experience working with health library systems and digital resources. This includes knowledge of health sciences information resources, understanding of copyright and licensing, and expertise in searching bibliographic databases like Embase, MEDLINE and CINAH. * Experience devising and delivering services tailored to the needs of clients for library and evidence resources. * Experience in the design and delivery of training in knowledge management including literature searches evidence review. * Knowledge and understanding of videoconferencing and webcasting. * Good working knowledge of MS 365 programmes: Word; Excel; PowerPoint etc.   **Communications & Interpersonal Skills**  **Demonstrate:**   * Effective verbal communication skills including the ability to present information in a clear and concise manner. * Strong interpersonal skills with an ability to interact in a professional manner with service users. * Strong written communication skills.   **Planning and Managing Resources**  **Demonstrate:**   * Leadership and strong planning and organising skills in delivering a service including, structuring and organising own work load and that of others effectively to deliver best possible results with resources available. * The ability to use computer technology effectively for the management and delivery of results * The ability to take responsibility and be accountable for the delivery of agreed objectives.   **Evaluating Information, Problem Solving & Decision Making**  **Demonstrate:**   * The ability to gather and analyse information from relevant sources, weighing up a range of critical factors to develop solutions and make decisions as appropriate * Ability to make effective decisions with a well-reasoned rationale and to stand by these * A capacity to develop new proposals and put forward solutions to address problems * Judgement and initiative in effectively resolving inquiries.   **Team Working**  ***Demonstrate:***   * The ability to work as a lead team member, coaching and supporting individuals as required * The ability to work on their own initiative and with multidisciplinary team members and other stakeholders to develop and deliver a high-performance service. * The ability to work with the team to facilitate high performance, developing and delivering clear and realistic objectives * The ability to address performance issues as they arise * Flexibility and willingness to adapt positively contributing to the implementation of change * Must be able to work in a busy and dynamic environment   **Commitment to a Quality Service**  ***Demonstrate:***   * Evidence of incorporating the needs of the service user into service delivery * Evidence of proactively identifying areas for improvement and the development of practical solutions for their implementation * Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers * Commitment to developing own knowledge and expertise |
| **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. | |

 **Knowledge Management Officer (Grade VI)**

**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 (as at 01/08/2025) is:  €57,325 - €58,691 - €60,359 - €63,491 - €65,363 - **€67,695 - €70,034 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.  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)