**Grade V (0566)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade V, Office of the Director, National Ambulance Service(Grade Code: 0566)  |
| **Remuneration** | The salary scale for the post as of 01/08/2025 is: €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. |
| **Campaign Reference** | NRS14943  |
| **Closing Date** | 12:00PM Monday 29th September 2025 |
| **Proposed Interview Date (s)** | Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | There is currently 1 permanent whole-time vacancy available.The Office of the Director, National Ambulance Service, currently operates from two locations. The successful candidate will be based at **one** of these locations, and will be confirmed at job offer stage.* Dublin – Rivers Building, Tallaght
* Tullamore – Central Business Park, Clonminch

The Line Manager is open to engagement as regards the expected level of on-site attendance at the agreed base, in the context of the requirement of this role and the HSE’s Blended Working Policy.A panel may be formed as a result of this campaign for **Grade V, Office of the Director, National Ambulance Service**, from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.  |
| **Informal Enquiries**  | We welcome enquiries about the role. Contact **Orla Morrissey, Corporate Business & Assurance Manager – Tel: 087 3537337, email: orla.morrissey@hse.ie** - for further information about the role. |
| **Details of Service** | The National Ambulance Service (NAS) is the statutory Pre-Hospital emergency and intermediate care 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 2500 staff across 118 locations and has a fleet of in excess of 620 vehicles. In conjunction with its partners the NAS transports approximately 25,000 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 the NAS Strategic Plan, which is focused on ensuring the delivery of patient centred care. It brings together recommendations from a wide series of reviews into a single plan. A critical element of this is the implementation of shifting models of care that will see the service utilise other alternative services for our patients other than the emergency department. |
| **Reporting Relationship** | The post holder will report to the VII Business Manager or other designated Line Manager. |
| **Key Working Relationships** | The post holder will work proactively with all team members, and both internal & external stakeholders in the delivery of key service goals and objectives. |
| **Purpose of the Post**  | To provide administrative and business support within the Office of the Director, National Ambulance Service and to provide admin support directly to the Director as and when required. |
| **Principal Duties and Responsibilities** | The position of Grade V encompasses both managerial and administrative responsibilities: **Administration*** Ensure the efficient day-to-day administration of area of responsibility, including support for the preparation of responses to parliamentary questions and Freedom of Information requests.
* Ensure deadlines are met and that service levels are maintained.
* Ensure policies and procedures are well documented, understood and adhered to.
* Ensure that archives and records are accurate, maintained confidentially and readily available to the appropriate authority.
* Ensure line management is kept informed of issues.
* Ensure that stakeholders are kept informed and that their views are communicated to middle management.
* Maximise the use technology in ensuring work is completed to a high standard.

**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 & Legislation*** Maintain own knowledge of relevant HSE policies, procedures, guidelines and practices to perform the role effectively and to ensure current work 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 as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc.and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria****Qualifications and/ or experience** | **This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies\*, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement -161867**\* View the list of [other statutory health agencies](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/)1. **Eligible applicants will be those who on the closing date for the competition:**
2. Have satisfactory experience in an office under the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 at Clerical Officer level or above

Or1. 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.

Or1. Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction

Or1. 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).

And(b) 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. |
| **Post Specific Requirements** | * Depth and breadth of experience working in a busy office environment, delivering multiple concurrent pieces of work with competing priorities and deadlines.
* Experience working collaboratively with senior management and other key internal and external stakeholders, as relevant to this role.
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| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role as the post may involve travel to attend meetings around the country
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| **Additional eligibility requirements:** | **Citizenship Requirements** Eligible candidates must be: 1. EEA, Swiss, or British citizens

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

Read Appendix 2 of the Additional Campaign Information for further information on accepted Stamps for Non-EEA citizens resident in the State, including those with refugee status.To qualify candidates must be eligible by the closing date of the campaign.  |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience*** Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role.
* 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.
* Demonstrate an understanding of HSE Policy and procedures as relevant to the role e.g. FOI / GDPR legislation

**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.

**Commitment to a Quality Service*** Demonstrate an awareness and appreciation of the service user and a strong commitment to providing a quality service.
* Embraces and promotes the change agenda; demonstrates flexibility and initiative including the ability to adapt to and implement change.
* Supports team through service improvement / change processes.

**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.

**Communications & Interpersonal Skills*** Demonstrate excellent communication and interpersonal skills including the ability to present (verbal & written) information in a clear and concise manner.
* Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders.
* Treats others with dignity and respect.
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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 – Office of the Director**

**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. |
| **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. |
| **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)