

**Medicines Supply Chain Engagement Manager (Grade VII)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | **Medicines Supply Chain Engagement Manager (Grade VII)**  *(Grade Code: 0582)* |
| **Campaign Reference** | NRS14947 |
| **Closing Date** | 12:00PM Monday 25th August 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** | **National Medicinal Product Catalogue**  There is one permanent whole-time vacancy available in the National Medicinal Product Catalogue, Access and Integration, Dargan Building, Heuston South Quarter, St. John's Road West, Dublin 8.  The Line Manager is open to engagement as regards the expected level of on-site attendance at the above bases in the context of the requirements of this role and the HSE’s Blended Working Policy.  A panel may be created from this campaign for **Medicines Supply Chain Engagement Manager (Grade VII), National Medicinal Product Catalogue, Access & Integration** from which current and future permanent and specified purpose vacancies of full time or part time duration may be filled. |
| **Informal Enquiries** | Shane Byrnes, Clinical Lead, NMPC. 087-9433422  Shane.byrnes@hse.ie |
| **Details of Service** | The post holder will be a member of the NMPC Team. The National Medicinal Product Catalogue (NMPC) is a standardised catalogue for medicinal products and prescribed medical devices in Ireland. Its objectives are to enhance patient safety, patient user experience, healthcare worker experience and re-use of information. It delivers these benefits by establishing and maintaining a medicines information standard that provides interoperability across healthcare settings.  The National Medicinal Product Catalogue will be available to users across all healthcare settings that directly or indirectly support the use of medicinal products in patient care. It will support improved medicinal product information availability to citizens, and improved information sharing between the healthcare system and medicines regulators/medicines supply chain.  Key stakeholders that will benefit from the National Medicinal Product Catalogue include patients and citizens, care providers, healthcare delivery organisations, drug file and knowledge base providers, digital health system vendors, digital health implementers, researchers, and policy makers.  Use-cases for the outputs of the NMPC service include clinical (e.g. standardisation of medication descriptions), operational (e.g. integrated financial reporting) and technology (e.g. data interoperability). |
| **Reporting Relationship** | The post holder will report to the Clinical Lead (Chief Pharmacist), National Medicinal Product Catalogue (NMPC) or delegated manager. |
| **Key Working Relationships** | Key working relationships will include:   * NMPC team colleagues. * Stakeholders involved in the medicines supply chain including medicines and device suppliers, wholesalers, suppliers of exempt medicinal products, regulators (e.g. HPRA, EMA), representative organisations (e.g. IPHA and MFI) and standards organisations (e.g. GS1)   Healthcare stakeholders including HSE national services and programmes, Health Region representatives, Technology and Transformation, local ICT and informatics teams, healthcare providers and professionals (e.g. doctors, pharmacists, nurses) |
| **Purpose of the Post** | To support the successful delivery and rollout of NMPC nationally, by ensuring that:   * Medicines supply chain stakeholders are supported in their engagement.   Assigned project and service area work packages are delivered to target time, quality and costs. |
| **Principal Duties and Responsibilities** | * Engage with stakeholders in the medicines supply chain (including licensed medicinal products, exempt medicinal products, prescribed medical devices) to ensure engagements with, and optimal use of NMPC products and services. * Build strong relationships with internal stakeholders such as clinical and operations through effective communication, providing them with access to medicines supply chain data expertise and solutions to real-world data capture and processing problems at the medicines supply chain – healthcare interface. * To find effective and innovative ways to champion and influence upstream information sources in the capture of high quality data at source, and to work with technical digital and data experts to determine where system developments can deliver improved data across the organisations systems. * Manage NMPC data in relation to medicines supply chain to ensure that it remains timely, accurate, and consistent and in line with service targets. * Manage the design and specification of reports that measure data quality and to ensure the appropriate readily-available information relating to data issues and current compliance against data standards. To ensure that issues are owned by the correct operational/clinical leads and that there are robust processes to identify, understand and quickly resolve issues so that quality remains high at all times. * Work with the wider NMPC team and managed-service vendor to ensure that components of the overall solution related to supply chain engagement are in a state of continuous improvement. This includes developing & delivering product features, product requirements & feature delivery, in conjunction with the product roadmap. * Design and deliver training and user enablement supports to stakeholders. * Support the clinical lead in ensuring that medicines supply chain activities are being managed to the agreed scope, budget and schedule. * Ensure the viability of deliverables, by including inputs from business stakeholders and external vendors * Proactively maintain comprehensive, up-to-date project plans, status reports and project documentation in the tools and formats mandated. * Analyse business requirements including clinical pathways, operational workflows, and articulate a future state that can deliver the required outcomes. * Manage effective communications with and among all stakeholders. * Work with service staff toward ensuring that business benefits are achieved from projects. * Become a product specialist for NMPC products, engaging with services, programmes & teams, driving product deliverables & objectives. * Collaborate with other ICT units and stakeholders to ensure that projects are delivered in a cohesive and planned manner. * Ensure a smooth handover to Service Management in a timely fashion as part of Service Introduction within initial project delivery. * Support NMPC end users in their implementations and optimisation of use of NMPC data sourced from supply chain sources. * Demonstrate that projects are always in full compliance with all financial, procurement and data protection regulations. * Research and maintain current knowledge of national and international trends in the project areas for which the person has responsibility. * Develop and implement data quality and assurance procedures in relation to assigned data responsibility. * Undertake impact assessments and root cause analysis of complex problems that span both clinical and technical domains, working with experts across multi-disciplinary teams in order to reach optimal creative design solutions to both workflow, dataflow and system configuration. This includes identifying training issues, issues of process-design, and technical issues.   **General**   * 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. * To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. * Demonstrate pro-active commitment to all communications with internal and external stakeholders * As a mandated person under the Children First Act 2015 you will have a legal obligation to report child protection concerns at or above a defined threshold to TUSLA & to assist Tusla, if requested, in assessing a concern which has been the subject of a mandated report   **Human Resources / Supervision of Staff**   * Supervise and enable assigned team members to carry out their responsibilities * Manage the performance of assigned staff, dealing with underperformance in a timely and constructive manner * Review the conduct and completion of assignments of assigned staff in accordance with the operational plan and expected quality standards * Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships * Identify and agree training and development needs of assigned team and design plan to meet needs * Pursue continuous professional development in order to develop management expertise and professional knowledge.   **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***  \*A list of ‘other statutory health agencies’ can be found [[here](http://health.gov.ie/about-us/agencies-health-bodies/).](http://health.gov.ie/about-us/agencies-health-bodies/)  **Eligibility Criteria – Qualifications and/or experience**   1. **Professional Qualifications, Experience, etc.:**   (a) Eligible applicants will be those who on the closing date for the competition:   1. 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).   **and**  (b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.  *Note1: 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.*  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** | * Experience in project management and leading and reporting on project deliverables including the use of project management methodologies and frameworks. * Experience in data management including data collection and analysis as relevant to this role. * Experience in professional writing to include, the preparation of documents, reports, drafting of presentation materials as relevant to this role. * Experience in relationship management 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. * Flexibility in working hours to meet the needs of the service. |
| **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:***   * A strong understanding of the medicines supply chain operating model in Ireland. * Knowledge and experience in the delivery and management of change projects. * Knowledge and understanding of Project Management methodologies. * Knowledge and understanding of vendor management. * Knowledge and understanding of service management. * Excellent ICT and technical report writing skills. * Knowledge of Project Management tools e.g. Jira, Microsoft Project etc. * Excellent MS Office skills to include Word, Excel and PowerPoint * Knowledge and experience of using an email system effectively * Knowledge and understanding of the health service and the issues in implementing ICT enabled change. * Awareness of the HSE’s Digital Health Strategic Implementation Roadmap, Digital of Care 2030 and Sláintecare   **Communications & Interpersonal Skills**  ***Demonstrate:***   * Excellent communication and interpersonal skills in order to deal effectively with a wide range of stakeholders * The ability to present information clearly, concisely and confidently when speaking and in writing. * The ability to build and maintain relationships with colleagues and other stakeholders to assist in performing the role   **Planning & Organising and Delivery of Results**  **Demonstrate:**   * The ability to successfully manage a range of different stakeholder, projects and work activities concurrently, utilising computer technology effectively and assigning work to others as appropriate to meet strict deadlines. * The ability to proactively identify areas for improvement and to develop practical solutions for their implementation. * The ability to embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring the team knows how to action changes. * The ability to use resources effectively, challenging processes to improve efficiencies where appropriate.   **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 sound decisions with a well-reasoned rationale and to stand by these * Initiative in the resolution of complex issues * A capacity to develop new proposals and put forward solutions to address problems   **Building and Maintaining Relationships including Teamwork & Leadership Skills**  ***Demonstrates:***   * The ability to build and maintain relationships with colleagues and other stakeholders and to achieve results through collaborative working. * The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment. * The ability to lead the team by example, coaching and supporting individuals as required. * Flexibility, adaptability and openness to working effectively in a changing 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. | |



**Medicines Supply Chain Engagement Manager (Grade VII)**

**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)  €60,013, €61,479, €63,192, €64,911, €66,636, €68,176, €69,745, €71,272, €72,788, **€75,397, €78,015 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. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)