

**Process Improvement & Compliance Officer (Grade VII)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | **Process Improvement & Compliance Officer (Grade VII)**  *(Grade Code: 0582)* |
| **Campaign Reference** | NRS14948 |
| **Closing Date** | 12:00PM Friday 29th 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 HR Corporate Compliance Unit, HSE Offices, Oak House, Millennium Park, Naas, Co. Kildare  The current vacancy available is permanent and whole time  A panel may be created from this campaign for **Process Improvement & Compliance Officer (Grade VII), National HR Corporate Compliance Unit** from which current and future permanent and specified purpose vacancies of full time or part time duration may be filled. |
| **Informal Enquiries** | Dr Hugh Brady, AND CCRO  **Email**; hugh.brady@hse.ie |
| **Details of Service** | The HSE and its funded agencies provide a wide range of essential health and social services to the population of Ireland. As the largest employer in the State with over 67,000 direct employees and a further 35,000 employed through funded agencies, the HSE is a complex and dynamic organisation where every employee contributes to the delivery of high-quality care.  The National Human Resources (HR) Directorate plays a central role in supporting the workforce that delivers these services. It aims to foster a supportive and high performing work environment underpinned by the HSE's core values of care, compassion, trust and learning. The HR Directorate is responsible for attracting, retaining and supporting staff, ensuring compliance with policies and procedures, and enabling the delivery of services in line with best practices and legal requirements.  As part of National HR, the Corporate Compliance & Resource Optimisation (CCRO) Unit provides oversight and assurance that the HSE is compliant with employment related policies, national financial regulations and relevant legislation. A key function within the CCRO is the HR Pay Related Assurance Unit (HRPRAU) which ensures that payroll payments align with HSE terms and conditions of employment and the Department of Health consolidated pay scales. |
| **Reporting Relationship** | The post holder will report to the Grade VIII Risk Management Lead, National Human Resources Corporate Compliance & Resource Unit (CCRO).  As appropriate and as required, the reporting relationship may change in line with organisational restructuring. |
| **Key Working Relationships** | Key working relationships will include the AND of National HR, Chief People Officer (CPO), Chief Risk Officer and team, National HR Senior team and wider function areas within Corporate HR including Employee Relations team, HR Shared Services Team, Payroll Assurance Unit, National Time & Attendance Unit and the Business Analytics Reporting Unit. |
| **Purpose of the Post** | The purpose of this role is to support the development and implementation of robust, standardised HR and payroll related processes. The post holder will work closely with relevant teams to identify and remediate process gaps, streamline operations, provide clear process documentation and guidance and support compliance with HSE terms and conditions and national pay frameworks.  This role will also ensure that lessons learned from operational reviews are translated into sustainable improvements, enhancing consistency, clarity and efficiency across the organisation. While the initial focus will be on time and attendance and payroll related processes, the remit will expand to include wider HR process enhancement as required. |
| **Principal Duties and Responsibilities** | The following are the key duties and responsibilities of this role.  **Process Review and Improvement**   * Identify and address gaps in HR related processes, with a particular focus initially on payroll and time and attendance. * Collaborate with HR and operational teams to document, map and improve processes, ensuring alignment with HSE terms and conditions and national pay frameworks. * Lead on developing standard operating procedures within the areas of time & attendance and any other HR processes relevant to payroll payments. * Apply findings from audits, operational reviews and stakeholder feedback to inform process enhancements and reduce risk. * Manage relevant business projects and programmes. Ensure that the work/activities are actioned to ensure the project is delivered to approved scope, timeline, budget and quality.   **Guidance and Stakeholder Engagement**   * Develop strong working relationships with key stakeholders across National HR and local service areas to support effective implementation of improved practices. * Provide clear, accessible guidance, information and documentation to support understanding and compliance with HR processes. * Act as a point of contact for HR process queries within the HR Pay Related Assurance Unit and related areas. * Demonstrate proactive commitment to all communications with internal and external stakeholders. * Prepare responses to parliamentary questions, representations, media queries pertaining to the HR Payroll Assurance Unit.   **Documentation and Standardisation**   * Draft, maintain and update process documentation, standard operating procedures, and related materials in a clear and user-friendly format. * Ensure all documentation is regularly reviewed and reflects the most current legislation, policies, and operational needs.   **Training**   * Contribute to the development and delivery of targeted training on time and attendance and related HR business processes. * Support knowledge sharing initiatives to embed improved practices across the system.   **Governance and Risk Management Support**   * Support the Risk Management Lead in ensuring appropriate governance and oversight are in place for key HR processes. * Contribute to risk management by identifying areas for process improvement and supporting timely resolution of emerging issues. * Support the development and implementation of early warning and corrective action planning systems to address deviations from expected performance. * Assist in delivering the Unit’s work to the highest standards of efficiency and best practice, ensuring alignment with organisational goals. * Assist in the delivery of responses to internal queries, audits, and formal information requests as required. * To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. * Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards, as they apply to the role. * 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.   **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.  **Adaptability and Scope Expansion**   * Respond flexibly to emerging priorities and contribute to improvements across wider HR processes where appropriate. * Maintain awareness of relevant legislative, policy and procedural developments affecting HR operations. * Support the continuous improvement goals of the Corporate Compliance and Resource Optimisation function and the wider HR Directorate.   **The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | **This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies\*, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement -161867**  ***\* 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/>.  Eligible applicants will be those who on the closing date for the competition:   1. 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 a level not lower than that of Grade IV (or equivalent)   **And**  Have not less than two years’ satisfactory experience either in that office or in an office at a level not lower than that of 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  **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** | * Experience in managing and delivering effective process improvement projects in a complex organisational environment, as relevant to this role. * Experience in professional writing to include, developing polices/guidelines/standard operating procedures and the preparation of reports, as relevant to this role. * 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. * A flexible approach to working hours is required in order to ensure deadlines are met. |
| **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:**   * Detailed knowledge of the issues, developments and current thinking in relation to process design and improvement in HR best practice. * Knowledge of the HSE’s National Financial Regulations and HR Policies & Procedures as relevant to this role. * Knowledge and understanding of health service reform. * Knowledge and understanding of Data Protection and Freedom of Information legislation. * Excellent MS Office skills to include Word, Excel and PowerPoint   **Planning and Managing Resources**   * Demonstrate the ability to effectively plan and manage resources, effectively handle multiple projects concurrently, structuring and organising own workload and that of others effectively. * Demonstrate responsibility and accountability for the timely delivery of agreed objectives. * Challenges processes to improve efficiencies where appropriate, is committed to attaining value for money.   **Commitment to a Quality Service**   * Demonstrates evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user. * Ensure attention to detail and a consistent adherence to procedures and standards within area of responsibility. * Embraces and promotes the change agenda, supporting others through change. * Demonstrate flexibility and initiative during challenging times and an ability to persevere despite setbacks.   **Evaluating Information, Problem Solving & Decision Making**   * Demonstrate numeracy skills, an ability to analyse and evaluate information, considering a range of critical and complex factors in making effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management. * Demonstrate initiative in the resolution of complex issues / problem solving and proactively develop new proposals and recommend solutions.   Ability to confidently explain the rationale behind decisions when faced with opposition  **Team Working**   * The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment. * Demonstrate an ability to work as part of the team in establishing a shared sense of purpose and unity across a number of teams delivering on different projects. * Demonstrate leadership; creating team spirit; leading by example, coaching and supporting individuals to facilitate high performance and staff development. * Demonstrate a commitment to promoting a culture of involvement and consultation within the team, welcoming contributions from others.   **Communications & Interpersonal Skills**   * Demonstrates excellent communication and interpersonal skills including the ability to present complex information in a clear, concise and confident manner (written & verbal). Strong presentation skills. * Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders, working collaboratively within a multi stakeholder environment.   Demonstrate commitment to regular two-way communication across functions and levels, ensuring that messages are clearly understood. |
| **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. | |



**Process Improvement & Compliance Officer (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 agreed pay scale for your post as of 01/08/2025 is:  €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. 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)