

**Grade V Staff Officer, Business Support (Quality)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** |  **Grade V Staff Officer, Business Support (Quality)** (Grade Code: 0566) |
| **Campaign Reference** | NRS14969 |
| **Closing Date** | **Thursday 11th September 2025 @ 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 BreastCheck, National Screening Service, King's Inns House, 200 Parnell Street, Dublin, 001 A3Y8.A panel may be formed as a result of this campaign for **Grade V Staff Officer, Business Support (Quality) within BreastCheck, National Screening Service** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | **Name:** Sean Ryan, Grade VII**Number:** 087 6522745 / 01 8659314**Email:** sean.ryan@screeningservice.ie |
| **Details of Service** | The National Screening Service (NSS) delivers four national population-based screening programmes - for cervical, breast and bowel screening and for detecting sight-threatening retinopathy in people with diabetes. These programmes aim to reduce morbidity and mortality in the population through early detection and treatment across the programmes. Screening programmes internationally and in Ireland are based on a call / re-call system where eligible and non-symptomatic populations are invited to take part and clinical services are provided for the further investigation and treatment of people identified as at risk of having or developing disease. Each of the 4 screening programmes has an established national register that comes within the remit of HIQA information standards.Breast cancer screening is provided as part of BreastCheck, the National Breast Screening Programme at both static and mobile locations across the country. BreastCheck aims to detect breast cancer at the earliest possible stage. Women aged 50-69 years are invited to attend for screening mammography every 2 years. The extension of the upper screening age of BreastCheck from 65 to 69 commenced at the end of 2015 and was rolled out over a period of 5 years |
| **Reporting Relationship** | The post holder will report to the Grade VII BreastCheck QA Coordinator. |
| **Key Working Relationships** | The Grade V Staff Officer, Business Support (Quality), liaises with all multidisciplinary teams within the BreastCheck Screening Programme. The BreastCheck Quality Staff Officer will also engage with the wider National Screening Service departments e.g., Quality, Safety & Risk, Client Services, Programme Evaluation Unit and Data Team. |
| **Purpose of the Post**  | The purpose of the post is to support the BreastCheck QA Coordinator function in the National Screening Service and the Quality function across the BreastCheck Screening Programme. The post will provide Training and Development support, Compliance support and Administration support in the areas of Quality in BreastCheck. |
| **Principal Duties and Responsibilities** | **The position of BreastCheck Quality Staff Officer encompasses both managerial and administrative responsibilities which include the following:*** Provide operational, administration and project support to the BreastCheck QA Coordinator to support the Quality function within the BreastCheck Programme
* Support monitoring and administration of the Quality Management System e.g. QPulse
* Use appropriate technology to ensure work is completed to a high standard. Eg Microsoft office
* Collect and collate data in preparing reports and submissions in relation to all aspects of the BreastCheck quality.
* Inputting of data to the Q-Pulse/NIMs or other relevant incident management systems.
* Regular review of BreastCheck-level Standard Operating Procedures (Work Instructions/PPPGs) review dates on Q-Pulse and ensure that any changes required are communicated to the person responsible for the upkeep of the Work Instruction/PPPG.
* Provide administration support to the BreastCheck Management Team and assist in developing solutions to problems as they arise.
* Co-ordinate and attend meetings as and when required. Participate in committees/groups as relevant to the role. Provide logistics management for attendees of meetings and events. Timely production and distribution of meeting agendas, meeting packs, minutes and following up on generated actions
* Promote and participate in the development and implementation of change and lead, encourage and support staff through change processes.
* Promote and support a quality & improvement culture within the BreastCheck service.

**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 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.**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.***\* **A list of 'other statutory health agencies' can be found:** https:/[/www.gov.ie/en/orqanisation-information/9c9c03-bodies-under-the-aeqis-of-the](http://www.gov.ie/en/orqanisation-information/9c9c03-bodies-under-the-aeqis-of-the)­ department-of-health/?referrer=<http://www.health.gov.ie/about-us/agencies-health-bodies/>**Professional Qualifications, Experience, etc.**1. Eligible applicants will be those who on the closing date for the competition:
2. 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 lrish1. 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 eligibilitycriteria.**And**b. Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.1. **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.1. **Character**

 Each candidate for and any person holding the office must be of good character. |
| **Post Specific Requirements** | * Experience of working within a busy office environment managing multiple concurrent pieces of work, as relevant to the post
* Experience of working collaboratively with multiple 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.
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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*** Knowledge of the National Screening Service and the BreastCheck Programme.
* Excellent MS Office skills to include Windows 365, Word, Excel, PowerPoint
* Knowledge and experience of using an email and electronic calendar systems effectively e.g., Outlook, Microsoft Teams
* Knowledge and understanding of client/patient/risk/quality administration databases and experience in the use of report generating software.
* Experience of dealing with staff in a busy environment.
* Knowledge/Experience in the area(s) of Quality, Safety & Risk; Freedom of Information, HIQA Standards/Compliance and GDPR/Data Protection legislation.
* Experience in a support role.
* Experience of working within a multi­ disciplinary team in a busy office environment.
* Experience of generating, gathering, analysing, or maintaining data as relevant to the role
* Experience in the area(s) of Quality, Safety & Risk and/or Compliance and/or Information Governance.

**Communications & Interpersonal Skills*** Effective communication and interpersonal skills including the ability to present information in a clear and concise manner.
* Strong written communication skills.
* Excellent interpersonal and communication skills to facilitate work with a wide range of individuals, groups, and multiple stakeholders
* The ability to build and maintain relationships with a variety of stakeholders; consulting tactfully and listening to their views
* Promotion and participation in the development and implementation of change.

**Planning & Managing Resources*** Excellent planning and organisational skills including using computer technology effectively.
* Experience in managing and prioritising high volume workloads to meet deadlines whilst ensuring compliance and accuracy.
* The ability to manage within allocated resources and a capacity to respond to changes in a plan.
* Proactively identify inequities/inefficiencies in service administration and provide solutions to improve service delivery.

**Evaluating Information, Problem Solving & Decision Making*** The ability to appropriately analyse and interpret information, develop solutions and contribute to decisions quickly and accurately as appropriate.
* Initiative in the resolution of complex issues.
* The ability to recognise when it is appropriate to refer decisions to a higher level of management.
* A capacity to develop new proposals/policies and recommend solutions on a proactive basis.
* The ability to quickly grasp and understand complex issues and the impact on service delivery
* Excellent analytical, problem solving and decision-making skills
* Flexibility, problem solving and initiative skills including the ability to implement change.

**Team Working*** The ability to work both independently and as part of a team.
* The capacity for management responsibility and initiative.
* Motivation and an innovative approach to the job within a changing working environment.
* The ability to collaborate and co-ordinate within a team to build solutions around areas of responsibility.

**Commitment to a Quality Service*** Awareness and appreciation of the service user.
* A commitment to providing a high level of customer service and support to service users.
* A commitment to promoting and maintaining high work standards.
* A commitment to providing a professional service to internal and external stakeholders.
* Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring team knows how to action changes.
* The ability to lead, encourage and support staff through change processes.
* A commitment to provide information and solutions to service users.
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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 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. |



 **Grade V Staff Officer, Business Support (Quality)**

**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 of 01/08/2025)**€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. |
| **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)