

**General Manager - Head of Record to Report**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | General Manager – Head of Record to Report  *(Grade Code: 0041)* |
| **Campaign Reference** | NRS14974 |
| **Closing Date** | 12:00PM on Monday, 1st 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 one permanent whole-time vacancy available in FSS Record to Report and will be located in HSE, Finance Shared Services, Block D, Parkgate Business Park, Parkgate Street, Dublin 8.  The ACFO, Finance Shared Services is open to engagement as regards the expected level of on-site attendance at the above base in the context of the requirements of the role and the HSE’s Blended Working Policy.  A panel may be formed as a result of this campaign for **General Manager – Head of Record to Report, Finance Shared Services, National Finance & Procurement Division** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Leonard Clinton, Assistant Chief Financial Officer, Finance Shared Services  **Email:** [leonard.clinton@hse.ie](mailto:leonard.clinton@hse.ie)  **Mobile:** 086 0406511 |
| **Details of Service** | Finance Shared Services (FSS), National Finance & Procurement Division (NFPD) carries full operational accountability and responsibility for the delivery of a large range of support functions to the health system with the core objective of delivering these services efficiently and of a high standard thus allowing frontline services to focus on patient care delivery.  Finance Shared Services provide key financial and business services to our customers across the HSE. We are also a key stakeholder in both the Finance & Procurement (IFMS), and HR & Payroll (NiSRP) Reform Programmes, which will standardise our systems and processes, and transform our ways of working.  The aim of Finance Shared Services, NFPD is to deliver a customer-focused finance shared service to support frontline health service delivery in line with the Strategy.  The ten main functions within FSS, NFPD are:   1. Payroll Services. 2. Payment Services. 3. Record to Report. 4. Financial Reporting. 5. Business Support Services. 6. Order to Cash. 7. FSS Project Office - IFMS (Integrated Financial Management System). 8. Business Relationship Management (BRM). 9. Finance Master Data Unit – Enterprise Structure. 10. Finance Master Data Unit – Chart of Accounts.   The following key objectives of Finance Shared Services (FSS) are to deliver:   * The optimum in cost-effective, high-quality services. * Demonstrate improvement in quality and timeliness of financial information with a customer focus. * Drive centralised, standardised, and consistent processes, which are cost efficient and compliant with policies, legislation, and National Financial Regulations. * Delivering economies of scale. * Freeing capacity to support front-line clinical activities.   **Record to Report**  General Accounting is responsible for the provision of financial support for the following key services on behalf of our HSE Customers, TUSLA (Child & Family Agency) and Children's Health Ireland.  Capital & Asset Accounting - Provide support for Capital & Asset Accounting processes encompassing both Capital and Revenue funded assets.  This includes additions, disposals, transfers, settlement, depreciation and supporting the asset tagging process.  Balance Sheet - Responsible for the reconciliation of Balance Sheet general ledger accounts under Finance Shared Services remit at profit centre group level, Bank Account reconciliations on behalf of statutory and non-statutory and the upload and reconciliation of Payroll files from the SAP HR Payroll System to SAP 4/Hana Financial System.  Where appropriate R2R will prepare Balance Sheet to Balance Sheet journal postings on SAP S4/HANA.  Record to Report Close Activities **–** Responsible for the monitoring of Record to Report pre-close relevant Finance Shared Service central activities to enable an efficient ledger close. |
| **Reporting Relationship** | The post holder will report directly to the ACFO, Finance Shared Services, National Finance & Procurement Division. |
| **Key Working Relationships** | In executing the duties of this role, the successful applicant will work collaboratively with the following:     * National Finance * Tusla * FSS NFPD * C&AG (External) & Internal Audit * Corporate HR, National Employee Relations (NER), National Recruitment Services (NRS), Finance Specialists, HRSS – NPA, NPM. * SAP CoE * HSE Governance and Compliance * NiSRP programme * HSE Tax Department * Banking/HSE Treasury * Business Process Councils * Trade Unions * Parliamentary Affairs – PQ’s * Customer Affairs/ HSE FOI Offices – Data Protection, FOI Requests, Protected Disclosures * Press Office – Media Queries * Internal Communications – Media, Communications * Or any other Stakeholder Engagement applicable   **The above list is not intended to be a comprehensive list of the key working relationships**. |
| **Purpose of the Post** | The Appointee will Lead and direct the delivery of services in their appropriate function within Finance Shared Services to the highest standards on behalf of FSS customers. The role will involve ensuring compliance with best practice on financial processes, procedures and controls and direct project management teams utilising appropriate project management methodologies.  The post holder will pro-actively identify measures and report on opportunities for continuous process improvements to optimise business processes and value added and work collaborative with the Finance Reform Program (FRP). Will provide support to the other FSS functions, where appropriate. |
| **Principal Duties and Responsibilities** | **Operations**  In performing their duties the General Manager – Head of Record to Report, FSS must operate within the relevant National Financial Regulations, Statutory Regulations, Payment schedules, HR Circulars and Policies and other policies and procedures applicable to their function.   * Development and review of timely and accurate financial reporting for the appropriate function under their remit to support statutory, management and HSE Board Reporting requirements as applicable to the Function. * Ensure all required FSS deadlines are met in accordance with best practice. * Pro-actively identify measure and report on opportunities for continuous process improvements to optimise business processes and lead on changes and enhancements to implement the required improvements. * Support FSS objectives through the facilitations and support of the National Estimates and Service Planning process. * Ensure FSS Finance processes aligns itself within the FSS goals thus ensuring efficient and standardised business processes, reporting, support and compliance in adherence to HSE National Financial Regulations and other policies and procedures applicable to each of the functions. * Input to and support the delivery of the FSS Finance Strategy. * Work with and assist other team members when required to drive and implement robust FSS finance processes. * Project management and development of database reporting and automation in line with relevant project management methodologies. * Project assignments as may arise from time to time. * Development, implementation and on-going monitoring of an appropriate range of KPI’s and metrics linked to Service Plan objectives. * Utilise technology to enable automation of existing processes to ensure work is completed efficiently and to the highest standards possible.   **Compliance and Internal Controls**  Leading the ongoing review and improvement of the system of Internal Financial Controls and ensure the best practice processes, controls and procedures are in place within FSS, including but not limited to:   * Compliance with Procurement Rules. * Compliance with National Financial Regulations and other relevant policies, procedures and guidelines as applicable to the Function. * Designing, implementing and monitoring controls and checks in respect of the required segregation of duties in the end to end. * Develop and maintain best practice processes, controls and procedures to ensure the efficient and effective operation of FSS finance. * Engagement with Internal Audit and implementation of recommendations. * Engagement with C&AG and implementation of management letter recommendations. * Annual Internal Controls Questionnaire and Controls Assurance Process. * Lead the development of the FSS Finance Risk Register for the Record to Report function. * Manage the engagement with the FSS Compliance team.   **Leadership and Staff Management**   * Lead, manage and support staff in the delivery of services to FSS customers. * Provide team and function leadership and support the development of staff. * Ensure that all team members complete the Performance Achievement Process. * Ensure robust business structures and processes are in place to support staff in fulfilling their roles and create positive ethos and constructive working relationships among the team. * Evaluation of service business proposals and assist in the definition of business requirements to progress the development of FSS processes.   **Communication/Stakeholder Management**   * Liaison with FSS customers and stakeholders, government departments, external service providers etc. as required. * Development, implementation and tracking of Service Level Agreements or other contracting arrangements as required. * Identification, development and implementation of key process metrics and benchmarking and work with stakeholders to deliver visibility and management of same. * Ensure and promote effective communication in both internal and external environment. * Engagement with FSS Business Relationship Managers and assist in the management of CRM feedback mechanism. * Engagement with other HSE Areas to ensure end to end business processes are managed in the most effective and efficient manner. * Participation in National or Regional project assignments as may arise. * To act as spokesperson for the Organisation as required. * Demonstrate pro-active commitment to all communications with internal and external stakeholders.   **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 etcand 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.   **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** | **Candidates must have at the latest date of application: -**   * Membership of a recognised or prescribed accountancy body such as ACCA, CPA, ACMA, CIMA, ACA or equivalent. * Significant senior management experience working in a large complex organisation within the public or private sector using Enterprise Resource Planning/Payroll systems including working collaboratively with multiple internal and external stakeholders. * Experience in the review and improvement of Internal Financial Control systems * Significant experience in team management and development, as relevant to the role * Have the requisite knowledge and ability (including a high standard of suitability and management ability) for the proper discharge of the duties 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. |
| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role as the post may involve travel to other locations. * 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. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge**  Demonstrate:   * Knowledge / experience in relation to Internal Financial Controls and associated systems * Significant experience delivering change in a complex environment, including experience in cultural change and driving an ethos of customer service. * Knowledge/experience of applicable Financial Reporting Standards * An understanding of Irish Health Services and HSE reform * Expertise in reporting, analysing and evaluation of data * Expertise in interpreting and applying technical financial knowledge to resolve issues in a large organisation * Knowledge of applicable Financial Reporting Standards (FRS) * Working knowledge of relevant IT systems e.g. SAP, Enterprise Resource Planning packages, MS Office skills to include, Word, Excel and PowerPoint * Project management knowledge and experience of using project management methodologies   **Managing and Delivering Results (Operational Excellence)**   * Excellent organisational and time management skills to meet objectives within agreed timeframes and achieve quality results * A proven ability to prioritise, organise and schedule a wide variety of tasks and to manage competing demands and tight deadlines while consistently maintaining high standards and positive working relationships * The ability to work on a self-directed basis * Evidence of effective project planning and organisational skills including an awareness of resource management and the importance of value for money * Strong evidence of excellent financial planning and expenditure management * The ability to seek and seize opportunities that are beneficial to achieving organisation goals and strives to improve service delivery * The ability to improve efficiency within the working environment and the ability to evolve and adapt to a rapid changing environment * A capacity to operate successfully in a challenging environment while adhering to various standards * Ability to take personal responsibility to initiate activities and drive objectives through to a conclusion * Adequately identifies, manages and reports on risk within area of responsibility * A focus on operational excellence in managing and delivering results * The ability to consider the range of options available, make timely decisions and take ownership of those decisions and their implications. * Capacity to anticipate problems and to recognise when to involve other parties at an appropriate time and level.   **Critical Analysis, Problem Solving and Decision Making**   * The ability to evaluate complex information from a variety of sources and make effective decisions * Excellent analytical skills to enable analysis, interpretation of data and data extraction from multiple data sources * Considers the impact of decisions before taking action * Anticipates problems and recognises when to involve other parties (at the appropriate time and level) * Makes timely decisions and stands by those decisions as required * The ability to consider the range of options available, involve other parties at the appropriate time and level, to make balanced and timely decisions * Significant experience in effective operational problem solving utilising an inclusive approach which fosters learning and self-reliance amongst teams * A knowledge and application of evidence-based decision making * Ability to provide significant input to operational and strategic decision making * A capacity to develop new proposals and put forward solutions to address problems in a timely manner * Effective problem solving in complex work environments   **Leadership, Direction and Teamworking Skills**   * Effective leadership in a challenging and busy environment including a track record of innovation / improvements * Experience of managing people * Resilience and an ability to cope with difficult interpersonal situations, competing demands and tight timescales in new and changing environments * Ability to lead, organise and motivate teams to the confident delivery of excellent services and service outcomes * Ability to support, supervise, develop and empower staff in changing work practises in a challenging environment within existing resources * Champions measurement on delivery of results and is willing to take personal responsibility to initiate activities and drive objectives through to a conclusion * Motivation and an innovative approach to the job within a changing working environment * Evidence of being a positive agent of change and performance improvement * Flexibility and adaptability to meet the requirements of the role * Experience of working as part of a team with a mixed programme of work, and moving with ease between concurrent projects * Ability to work with multi-disciplinary team members and other stakeholders to facilitate high performance, developing and achieving clear and realistic objectives * An ability to influence and negotiate effectively in furthering the objectives of the role   **Communication & Interpersonal Skills**   * Excellent interpersonal and communications skills to facilitate work with a wide range of stakeholders * The ability to interact in a professional manner with staff and other key stakeholders * The ability to present information clearly, concisely and confidently when speaking and in writing tailoring to meet the needs of the audience * Has a strong results focus and ability to achieve results through collaborative working * Excellent presentation skills * Excellent written communication skills including the ability to produce professional reports * Excellent people skills and the ability to achieve “buy-in” from major stakeholders * Strong negotiation/influencing skills   **Personal Commitment and Motivation**   * A vision in relation to what work changes are required to achieve immediate and long-term organisational objectives * Be driven by a value system compatible with the aims and ethos of the HSE * Demonstrate a core belief in and passion for the sustainable delivery of high-quality service-user focused services * Be capable of coping with competing demands without a diminution in performance * A strong willingness and ability to operate in the flexible manner that is essential for the effective delivery of the role * A commitment to continuing professional and personal development * Is personally committed and motivated for the complex role of General Manager – Head of Record to Report. |
| **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. | |

**General Manager - Head of Record to Report**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancy available is permanent and whole time.  The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.  Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration** | The salary scale for the post (as at 01/08/25) is:  €85,747 - €87,912 - €91,342 - €94,798 €98,226 - €101,663 - €106,660  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.  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. |
| **Ethics in Public Office 1995 and 2001** | Delete the section below; if the salary is less than the minimum grade viii salary point. Check the most recent [HSE Pay scales](https://healthservice.hse.ie/staff/pay/pay-scales/)  Positions remunerated at or above the minimum point of the Grade VIII salary scale are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below:  A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive Officer not later than 31st January in the following year.  B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of the HSE and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive Officer.  C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the [Standards Commission’s website](https://www.sipo.ie/). |

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)