

**Personal Assistant to the National Director (Grade VI)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | **Personal Assistant to the National Director (Grade VI)***(Grade Code: 0574)* |
| **Campaign Reference** | NRS14976 |
| **Closing Date** | Monday 15th September at 12:00PM  |
| **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 the Office of the National Director, Head of Strategic Infrastructure and Capital Delivery.A panel may be formed as a result of this campaign for **Personal Assistant to the National Director (Grade VI), Office of the National Director Head of Strategic Infrastructure and Capital Delivery** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | **Jackie King**Office of the National Director, Head of Strategic Health Infrastructure and Capital Delivery**Email:** healthinfrastructure@hse.ie**Phone:** 01 635 2232 | 087 9183160 |
| **Details of Service** | This role will be based in Office of the National Director, Head of Strategic Infrastructure and Capital Delivery. |
| **Reporting Relationship** | Reporting to General Manager, Office of the National Director, Head of Strategic Health Infrastructure and Capital Delivery |
| **Key Working Relationships** | The post holder will work directly with the General Manager, Office of the National Director, Head of Strategic Health Infrastructure and Capital Delivery. The post holder will also be in consistent communication with the National Director in order to provide administrative and organisational support.  |
| **Purpose of the Post**  | The Grade VI position is a pivotal role within the structure of the Head of Strategic Health Infrastructure and Capital Delivery office. The post holder will provide comprehensive administrative and organisational support to the National Director. |
| **Principal Duties and Responsibilities** | The post holder will provide administrative support to the HSE National Director, Head of Strategic Health Infrastructure and Capital Delivery as follows:* Provide management and oversight of the administrative function of the Office of the National Director.
* To ensure the National Director is fully supported in the performance of their role by providing high quality executive support including office management services and administration support.
* Oversee and manage the National Director Calendar, including effective scheduling, coordination,and organisation
* Facilitate administrative liaison and collaborative relationships between the Executive

Management Team and other internal and external stakeholders appropriate to theOffice of the National Director * Provide professional, confidential senior secretariat support to a range of groups,

committees and functions. This includes the production of the agendas, minute/notetaking and the development and management of an action log including relevant followup of all actions assigned to the National Director * Monitor and report on action progress and status, in consultation with the National Directors Office and other stakeholders, and prepare reports as required.
* Manage and oversee all communications as relevant to the National Directors Office. Include proactively reviewing and tracking a large volume of correspondence, responding directly, disseminating or advising the line manager.
* Draft correspondence for approval as appropriate. Deliver documentation in the

correct format utilising appropriate templates where provided and deliver newtemplates as required.* Manage of leave ESS set up and requests for the Office of the National Director ensuring necessary cover is in place for the Office. Time Return officer for the National Director office
* Proactively identify inequities / inefficiencies in the office and implement solutions to

improve efficiency, in line with legislation and benchmarking against best practicestructures* Act as a point of contact and liaise with multiple stakeholders on behalf of the National Director office.

**Service Delivery and Service Improvement*** Ensure accurate attention to detail in own work and work of team
* Maintain a good understanding of internal and external factors that can affect service delivery including awareness of local and national issues that impact on own area
* Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring team knows how to action changes
* Encourage and support staff through change processes
* Monitor efficiency of service provided by team, identify and implement changes to the administration of the service where inefficiencies arise

**Standards, Policies, Procedures & Legislation*** Contribute to the development of policies and procedures and ensure consistent adherence to procedures and current standards within area of responsibility
* Maintain own knowledge of relevant policies, procedures, guidelines and practices to perform the role effectively and to ensure 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
* 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
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.

**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*****Candidates must have at the latest date of application: -** 1. **Professional Qualifications, Experience, etc.**
2. **Eligible applicants will be those who on the closing date for the competition:**
3. 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).

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.**And**1. Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.

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**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.***\* 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/> |
| **Post Specific Requirements** | * Significant administrative experience working in a busy office environment, and working collaboratively with multiple internal and external stakeholders, as relevant to this role.
* Experience in managing competing demands and delivering multiple concurrent pieces of work within a required timeframe.
* Experience providing diary management and in professional writing to include dealing with correspondence and email communications, the preparation of documents, reports, drafting of presentation materials, as relevant to the role.
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| **Other requirements specific to the post** | * Have 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 health service including a knowledge of HSE reform
* Excellent MS Office skills to include, Word, Excel & PowerPoint
* Knowledge and experience of using an email system effectively e.g. Outlook, Lotus Notes
* Knowledge of IT based document management systems
* Excellent typing, and data input skills
* Strong ability to generate and present documents in a professional manner, including writing, editing and proof reading skills

**Communication and Interpersonal Skills*** 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 and Organisation*** Strong planning and organising skills including, structuring and organising own work load and that of others effectively
* Exceptionally organised, detail orientated with an ability to manage competing demands and work to strict schedules and deadlines
* The ability to use computer technology effectively for the management and delivery of results
* A logical and pragmatic approach to workload, delivering the best possible results with the resources available
* Efficient use and maintenance of filing and document management systems;

**Evaluating Information, Problem Solving & Decision Making** * The ability to gather and analyse information from relevant sources
* Ability to make sound decisions
* Initiative in the resolution of issues
* A capacity to develop new ideas and put forward solutions to address problems

**Team Working and Leadership Skills*** The ability to work independently on his or her own initiative and as a member of a team,
* The ability to lead the team by example, coaching and supporting individuals as required.
* The ability to work with the team to facilitate high performance, developing clear and realistic objectives
* The ability to address performance issues as they arise
* Flexibility and willingness to adapt , positively contributing to the implementation of change

**Commitment to a Quality Service*** Evidence of setting high standards for self and the team
* 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
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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. |



 **Personal Assistant (Grade VI)**

**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**):€57,325 - €58,691 - €60,359 - €63,491 - €65,363 - €**67,695 - €70,034 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)