

**Corporate Services Co-ordinator (Grade VI)**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **Corporate Services Coordinator (Grade VI)***(Grade code: 0574)* |
| **Remuneration** | The Salary scale for the post (as at 01/08/25) is: €57,325 – €58,691 – €60,359 – €63,491 – €65,363 – **€67,695 – €70,034 LSI’**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. |
| **Campaign Reference** | NRS14979 |
| **Closing Date** | 12:00pm Thursday 11th September 2025 |
| **Proposed** **Interview Date (s)** | Proposed interview dates will be indicated at a later stage. Please note you may be called forward for interview at short notice. |
| **Taking** **up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | **National Screening Service** There is currently one permanent whole-time vacancy available in the National Screening Service, Kings Inns House, Parnell St, Dublin 1A panel may be formed as a result of this campaign for **Corporate Services Co-ordinator (Grade VI),** **National Screening Service** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.  |
| **Informal Enquiries** | Ms Janice Benson, HR Manager, National Screening Service Email: Janice.Benson@screeningservice.ie  |
| **Details of Service** | **The National Screening 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.Our programmes focus on looking for early signs of disease in healthy people, so that we can:* detect health issues early
* help prevent disease
* ensure that anyone who does develop the disease being screened for has the best

chance of early, more effective treatment* reduce people’s risk of developing a disease or its complications
* support people in making informed decisions about their health

**Choose Screening**: Together we can make a difference is the National Screening Service 5-year Strategic Plan outlining our strategic priorities and goals for the years 2023-2027.**Our mission**: We deliver population screening programmes that help prevent, reducethe risk of, and assist the recognition of, disease in Ireland.**Our vision:** To work together to save lives and improve people’s health through populationscreening.  |
| **Reporting Relationship** | The post holder will report to the Head of HR and Corporate Services or nominated manager |
| **Key Working Relationships** | The Grade VI, Corporate Services Coordinatorwill have key working relationships with the following in delivery of the objectives of the role. * NSS programmes and departments
* HSE Shared Services
* 3rd party suppliers
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| **Purpose of the Post**  | To provide reception, office coordination and administration support for the NSS at our Central Office in Dublin 1. |
| **Principal Duties and Responsibilities** | The position of Grade VI, Corporate Services Coordinator encompasses the following administrative duties and responsibilities:**Corporate Services** * Responsible for all building and tenancy issues in relation to Central Office.
* Co-ordination and contracts management: ventilation, heat, safety and first aid equipment/supplies, cleaning, pest control, equipment maintenance, electrics, plumbing, filtered drinking water supply, canteen equipment etc.
* Responsible for office supply inventory by monitoring stock levels, anticipating needs, and placing orders as required.
* Responsible for the efficient operation of NSS reception, ensuring exceptional customer service to visitors in a professional and friendly manner.
* Management of Conference Room facilities to include scheduling bookings, room set up, catering orders, audio visual and IT equipment etc.
* Maintain effective administrative procedures and recommend improvements to office processes and procedures.
* Lead and manage projects as designated by the Head of Human Resources and Corporate Services.
* Responsible for maintenance of shared office areas such as kitchens and meeting rooms.
* Report and follow up on facility maintenance issues (e.g. Repairs cleaning etc.).

**Office Health and Safety*** Coordinate the annual review of the Central Office Safety Statement ensure that it is available to all employees.
* Coordinate and manage health and safety practical training as required to meet NSS mandatory training requirements.
* Responsible for the appropriate recording, maintenance and reporting of health and safety training on QPulse.
* Complete and maintain the Central Office Fire Safety Register.
* Ensure that there is appropriate procedures for the management of Occupational First Aid arrangements on site.
* Responsible for ensuring that sufficient numbers of staff are trained and hold the positions of first aider and fire warden.
* Co-ordinate the appointment of external contractors brought in as required to maintain safety systems including fire.
* Scheduling, managing, and reporting on a minimum of two emergency evacuations on an annual basis.
* Coordinate, facilitate and provide administration support to the NSS Health and Safety Committee.
* Provide Health and safety support to the Safety Representative(s) in Central Office and the NSS Health & Safety Committee.
* Attend Health and Safety meetings to support and advise on Health & Safety matters.
* Act as a liaison with HSE Infrastructural Risk and Fire Safety on matters pertaining to infrastructural risk and fire safety.

**Administration*** Implement service plan and business plan objectives within area of responsibility.
* Ensure the efficient management and administration of area of responsibility.
* Ensure deadlines are met and that service levels are maintained.
* Coordinate, facilitate and provide administration support to meeting as required.
* Responsible for taking timely and accurate minutes during meetings ensuring clear documentation of key discussion, decision and action items.
* Responsible for the accurate and timely data input on screening registers, ensuring confidentially, data integrity and compliance with relevant policies and procedures.
* Providing administration support to NSS programmes and departments as required.
* Responsible for the preparation of regularly scheduled reports, invoices, mandatory training, processing purchase orders, Q-pulse updates.
* Responsible for hardcopy storage of records including that archives and records are accurate, maintained confidentially and readily available to the appropriate authority.
* Ensure line management is kept informed of issues arising.
* Ensure internal and external stakeholders are kept informed and that their views are communicated to management.
* Maximise the use technology in ensuring that work is completed to a high standard

**Customer Service*** Promote and maintain a customer focused environment by ensuring service users / staff are treated with dignity and respect.
* Seek feedback from service users / staff s and implement change to incorporate same, in agreement with Line Manager.

**Human Resources / Supervision of Staff*** Manage the performance of staff, dealing with underperformance in a timely and constructive manner.
* Ensure an even distribution of workload amongst the team, taking into account absence due to annual leave etc.
* Supervise and ensure the wellbeing of staff within own remit.
* Create and promote a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships.
* Promote cooperation and working in harmony with other teams and disciplines.
* Conduct regular staff meetings to keep staff informed and to hear views.
* Solve problems and ensure decisions are in line with local and national agreements.
* Identify and agree training and development needs of team and design plan to meet needs.
* Pursue and promote continuous professional development in order to develop management expertise and professional knowledge.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.

**Service Delivery and 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.
* 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 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.

**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**1. **Professional qualifications and experience**
2. Eligible applicants will be those who on the closing date for the competition:

(i) Have satisfactory experience as a Clerical Officer in the HSE, TUSLA, otherstatutory health agencies, or a body which provides services on behalf of the HSEunder Section 38 of the Health Act 2004Or(ii) Have obtained a pass (Grade D) in at least five subjects from the approved list ofsubjects in the Department of Education Leaving Certificate Examination, includingMathematics and English or Irish. Candidates should have obtained at least GradeC on higher level papers in three subjects in that examinationOr(iii) Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdictionOr(iv) Hold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI).**And**1. Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.

*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****\* 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/>**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** | * Significant administrative experience working in a busy office environment and dealing with customers as relevant to this role.
* Experience managing competing demands and delivering multiple concurrent pieces of work within a required timeframe.
* Experience 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.
* Experience managing a team.
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| **Other requirements specific to the post** | * Access to public transport to meet 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 basic knowledge of HSE reform.
* A good knowledge and awareness of the work of the National Screening Service.
* Significant administrative experience in a busy work environment.
* Experience processing confidential data in an administrative setting.
* Excellent MS Office skills to include, Word, Excel, PowerPoint and Outlook.
* Experience of professional writing including drafting letters, memos, reports and presentations.
* Experience of gathering and collating data and producing summary reports using MS Excel or similar tools
* Knowledge and understanding of HSE policies and procedures and key legislation as relevant to the role e.g. HSE National Financial Regulations, Health & Safety Legislation, FOI Acts, Data Protection Acts etc.
* Demonstrate experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role.
* Demonstrate the ability to work in line with relevant policies and procedures.
* Demonstrate commitment to developing own professional knowledge and expertise.

**Planning and Managing Resources*** Demonstrate the ability to effectively plan and manage own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met.
* Prioritises effectively to manage multiple projects concurrently, structuring and re-organising own workload and that of others as needed.
* Demonstrates responsibility and accountability for the timely delivery of agreed objectives.

**Commitment to a Quality Service*** Practices and promotes a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user.
* Proactively identifies areas for improvement and develops practical solutions for their implementation.
* Embraces and promotes the change agenda, supporting others through change and effectively seeing it through.
* 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 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 make sound decisions with a well-reasoned rationale and to stand by these as appropriate.

**Team working** * Demonstrate an ability to work as part of the team in establishing a shared sense of purpose and unity.
* The ability to work with the team to facilitate high performance, developing clear and realistic objectives.
* Demonstrates leadership; creating a 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*** Demonstrate excellent communication and interpersonal skills including the ability to present information in a clear, concise, and confident manner (verbally and written).
* Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders to assist in performing the role.
* Demonstrate commitment to regular two-way communication across functions and levels, ensuring that messages are clearly understood
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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. 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. |

 **Corporate Services Co-ordinator (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. |
| **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. All Mandated Persons under the Children First Act 2015, within the HSE, are appointed as Designated Officers under the Protections for Persons Reporting Child Abuse Act, 1998. Mandated Persons such as line managers, doctors, nurses, physiotherapists, occupational therapists, speech and language therapists, social workers, social care workers, and emergency technicians have additional responsibilities. You should check if you are 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-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 the National Health and Safety Function, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/> [↑](#footnote-ref-1)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-2)