

**Grade VII**

**Recruitment Quality Standards Advisory Unit, HR Shared Services**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade VII  *(Grade Code: 0582)* |
| **Remuneration** | The salary scale for the post (as at 01/08/25) is:  €60,013 - €61,479 - €63,192 - €64,911 - €66,636 - €68,176 - €69,745 - €71,272 - €72,788 - €75,397 - €78,015 LSIs  New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Campaign Reference** | NRS14996 |
| **Closing Date** | **Monday, 15th September 2025 at 12 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** | Recruitment Quality, Standards and Advisory Unit, HR Shared Services, National HR, Aras Slainte Chluainin, Manorhamilton, Co Leitrim.  The post is based in HR Shared Services Manorhamilton, Co Leitrim.  There are currently 2 permanent vacancies  A panel may be formed as a result of this campaign for **Grade VII, Recruitment Quality Standards and Advisory Unit, HR Shared Services** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | We welcome enquires about the role to:  Diane Lynch, Operations Manager, Recruitment Quality, Standards & Advisory Unit- HR Shared Services (HRSS).  By email to [diane.lynch@hse.ie](mailto:diane.lynch@hse.ie) or by phone to 087 202 2983 |
| **Details of Service** | The Recruitment Quality, Standards and Advisory Unit promotes supports, assures and improves quality recruitment standards across the HSE. Quality recruitment standards encompass best practice recruitment, adherence to statutory requirements and HSE Policies.  Hiring managers and recruitment/HR professionals can use the best practice guidance, training and information we provide to support them with recruitment. The Unit creates and delivers a wide selection of recruitment quality, training and standards materials to customers. In addition, the Unit provides practical support on quality assurance and quality improvement in recruitment.  We are looking for a professional member of staff to join our small team. The post holder would be expected to work well within the team, collaborating within and outside the team, in order to have the desired impact. |
| **Reporting Relationship** | The post holder will report to the Grade VIII, Recruitment Quality, Standards & Advisory Unit |
| **Key Working Relationships** | Key stakeholders include colleagues in regional HR and recruitment teams, HR Shared Services, NRS, and National HR. External interfaces are with Public Jobs, Department of Enterprise, as well as other external recruiters. |
| **Purpose of the Post** | The purpose of the role is to research, advise, train and assure recruitment quality and standards in the organisation. |
| **Principal Duties and Responsibilities** | The position of Grade VII, Recruitment Quality and Standards, encompasses both managerial and administrative responsibilities including the following:  **Managerial:**   * Research and prepare evidence based, user centred recruitment standards and guidelines to govern HSE recruitment processes and practices for use by local and national recruitment teams. * Identify support opportunities and areas of risk and provide guidance/ tools to improve practice and mitigate risk in recruitment processes. * Proactively connect with local recruitment teams and be responsive to their complex queries. * Understand wider health systems and public policy * Provide senior support to manage a range of designated quality assurance reviews. * Support the management and implementation of recruitment quality measures (risks, issues, actions, and dependencies). * Assure compliance with all relevant recruitment HSE guidelines, policies, procedures and relevant legislation and regulatory requirements. * Participate in the continuous review and evaluation of policies, guidelines and existing practices. * Be aware of the core objectives, standards and key performance indicators for the service and contribute to the monitoring of performance against these standards. * Build and maintain relationships with key stakeholders and all the Unit’s customers.   **Administration:**   * Work closely with colleagues and manage the recruitment advisory function. * Provide expert recruitment support, direction and guidance on all matters relating to recruitment processes to ensure compliance with best practice, policy and legislation * Further develop the recruitment advisory function as a professional and useful service through workshops and clinics with recruiters. * Rollout and delivery of recruitment training programmes and other training and educational initiatives, both online and in person. * Produce reports and plans for internal use or other relevant groups and organisations, and review regularly. * Support innovation and service improvement through participation in identified projects. * Contribute to the on-going development and operational improvements in the unit * 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 of work.   **Operational Management**   * Provide business and project support to the Grade VIII and General Manager as required. * Interface with key internal and external stakeholders. * Execute assignments in accordance with agreed plans, budgets, and deadlines. * Provide accurate information to management in a timely manner. * Participate in and lead project working groups and represent the HSE on committees as required. * Make decisions and solve problems in a timely manner and inform others of decisions that have implications for them, ensuring the team knows how to action them. * Ensure regular two-way communication between line management and senior management is maintained. * Provide administrative support for meetings and attend meetings as required. * Maximise the use of technology to advance the quality and efficiency of service provision.   **Office Management**   * Develop operational policies and support the Grade VIII and General Manager in the accomplishment of all administrative, managerial, and executive duties necessary to support and develop as a key outward facing service unit. * Support the Grade VIII and General Manager in the management and smooth running of the office. * Support and deputise for Grade VIII as required.   **Human Resources/Supervision of Staff**   * Pursue and promote continuous professional development in order to develop, professional knowledge, leadership and management expertise * Supervise and empower team members to carry out their responsibilities. * Review the conduct and work of staff in accordance with the operational plan and expected quality standards. * Create and maintain a positive working environment among staff members, in order to contribute to maintaining and enhancing effective working relationships. * Manage the performance of staff, dealing with underperformance in a timely and constructive manner. * Participate in regular staff meetings to ensure staff are well informed and to hear views. * Monitor workloads of staff members to gauge wellbeing and morale within the team. * Identify and agree training and development needs of the team and design plans to meet needs. * Use of HSE time and attendance systems and other HR systems. |
| **Eligibility Criteria**  **Qualifications and/ or experience** | **This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies\*, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement -161867**  ***\* A list of ‘other statutory health agencies’ can be found:***<https://www.gov.ie/en/organisation-information/9c9c03-bodies-under-the-aegis-of-the-department-of-health/?referrer=http://www.health.gov.ie/about-us/agencies-health-bodies/>.  **Eligible applicants will be those who on the closing date for the competition:**   1. Have satisfactory experience in an office under the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 at a level not lower than that of Grade IV (or equivalent)   And  Have not less than two years satisfactory experience either in that office or in an office at a level not lower than that of Clerical Officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004  And  (b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.  **Health**  A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.  **Character**  Each candidate for and any person holding the office must be of good character. |
| **Post Specific Requirements** | Significant operational experience working within a HR / Recruitment / Corporate environment  * Significant experience in developing and implementing standards, policies, procedures and guidelines, as relevant to this role. * Experience in professional writing which will include any or all of the   following: translating legislation/ policies into guidance materials,  preparing reports, developing documentation for use by multiple users,  development of training materials, as relevant to this role.   * Experience in relationship management and working collaboratively and cross-functionally with multiple internal and external stakeholders as relevant to this role |
| **Other requirements specific to the post** | Access to appropriate transport to fulfil the requirements of the role. |
| **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** | Candidate must demonstrate:  **Professional knowledge & experience**   * Knowledge of legislation pertaining to the Public Service recruitment process * Knowledge of wider HSE transformation programme * Experience of designing, implementing and evaluating processes * Experience and skills in analysing data from a variety of sources with a strong attention to detail * The ability to work in line with relevant policies and procedures * Strong ability to generate and present documents in a professional manner, including writing, editing and proof reading skills * The ability to build expertise through research and networking with subject matter experts. * Excellent MS Office skills including Outlook, Word, Excel and PowerPoint to include experience in analysing and collating information and producing summary reports. * Knowledge of the issues, developments and current thinking on best practice in relation to the role * An understanding relevant legislation and organisational policies as applies to this role.   **Commitment to a Quality Service**   * Demonstrates evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user. * Ensure attention to detail and a consistent adherence to procedures and standards within area of responsibility. * Embraces and promotes the change agenda, supporting others through change. * Demonstrate flexibility and initiative during challenging times and an ability to persevere despite setbacks.   **Planning and Managing Resources**   * Demonstrate the ability to effectively plan, prioritise and manage resources, effectively handle multiple projects concurrently, structuring and organising own workload and that of others effectively. * Demonstrate responsibility and accountability for the timely delivery of agreed objectives while maintaining high standards. * Challenges processes to improve efficiencies where appropriate, is committed to attaining value for money.   **Evaluating Information, Problem Solving & Decision Making**   * Ability to rapidly assimilate and evaluate complex information. * Critically evaluates work and evidence. * Makes sound, timely decisions with a clear rationale. * Operational problem solving, especially in complex environments. * Involves others at appropriate levels and times in decision processes. * Ability to quickly grasp and understand complex issues and the impact on service delivery   **Team Working**   * The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment. * Demonstrate an ability to work as part of the team in establishing a shared sense of purpose and unity across a number of teams delivering on different projects. * Demonstrate leadership; creating team spirit; leading by example, coaching and supporting individuals to facilitate high performance and staff development. * Demonstrate a commitment to promoting a culture of involvement and consultation within the team, welcoming contributions from others.   **Communications & Interpersonal Skills**   * Demonstrates excellent communication and interpersonal skills including the ability to present complex information in a clear manner. Very strong presentation and ideally training skills. * Report writing and documentation skills * Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders, working collaboratively within a multi stakeholder environment. * Demonstrate commitment to regular two-way communication across functions and levels, ensuring that messages are clearly understood. |
| **Campaign Specific Selection Process**  **Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements.  Failure to include information regarding these requirements may result in you not 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. | |



**Grade VII**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancies available are permanent and whole time.  The posts are 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](hhttps://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/) 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. |

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)