

**General Manager, Planning**

**Job Specification & Terms and Conditions**

|  |  |
| --- | --- |
| **Job Title, Grade Code** | **General Manager, Planning**  *(Grade Code: 0041)* |
| **Campaign Reference** | **NRS15020** |
| **Closing Date** | Wednesday 17th September 2025 at 15:00 pm |
| **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** | **Planning and Performance**  There is currently one permanent and whole-time vacancy available in Dr. Steevens’ Hospital, Steeven’s Lane, Dublin 8.    The Assistant National Director, Planning is open to engagement as regards the expected level of on-site attendance at above base, in the context of the requirements of this role and the HSE’s Blended Working Policy. The post holder as part of their role will be required to attend meetings nationally.  A panel may be formed as a result of this campaign for **General Manager, Planning, Planning, Planning & Performance** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | L. Miin Alikhan, Assistant National Director, Planning  **Email:** [Miin.Alikhan@hse.ie](mailto:Miin.Alikhan@hse.ie)  **Mobile:** 087 4516001 |
| **Details of Service** | The HSE central Planning and Performance function is responsible for leading and overseeing the HSE’s responsibilities for national planning and national performance. This post is specifically within the remit of the central Planning team.  The central Planning team was established in its current structure in early 2024 following the realignment of the Centre. This team has oversight of the design, development, and delivery of the HSE’s planning processes and commitments including the annual National Service Plan (including Estimates - New Service Developments), the multi-annual Corporate Plan and Annual Report.  The central Planning function uses best available evidence and data and insights that may comprise of environmental scans, analyses and syntheses of quantitative and qualitative information. This is achieved in close collaboration with colleagues from the six newly established HSE Health Regions, National Services and Schemes, and the HSE Centre including Access and Integration, Clinical, Human Resources, Finance, Technology and Transformation and Strategic Health Infrastructure and Capital Delivery.  Collaborative relationships with government departments, patient partners and other key health and social care system partners are part of everyday work. |
| **Reporting Relationship** | The General Manager will report to the Assistant National Director, Planning |
| **Key Working Relationships** | The General Manager will work closely with a range of key stakeholders to drive this ambitious programme of work. The post holder will develop and maintain positive working relationships with key stakeholders both internal and external to the HSE.  Key stakeholders include:   * National Directors, Senior Managers and staff across the HSE Centre * Senior Managers and support staff from across Health Regions * Other internal and external stakeholders including the Departments of Health and Children, Disability & Equality and health and social care system partners * Patient partners |
| **Purpose of the Post** | The post holder will work as part of the central Planning team.  The post holder will provide critical leadership capacity and support for the delivery of objectives for the Assistant National Director, Planning and lead the on-going strategic evolution of planning processes, operational engagements, interventions, and programmes.  Specifically, the post holder will be responsible for the co-ordination and production of the annual Estimates: New Service Developments submission as part of the national service planning process, working collaboratively with stakeholders at the centre and the six regions and Departments of Health and Children, Disability & Equality.  The post holder will also work closely with HR, Finance and service area colleagues in leading the collation of new service development inputs across the HSE as part of the annual development of the Pay & Numbers Strategy, which is the overall accountability of the Chief People Officer.  The post holder will employ business intelligence tools and contribute to a culture of evidence-driven decision-making and continuous improvement. This will include working closely with colleagues in Performance at the centre in leading the iterative design of the quarterly reporting on Corporate Plan and National Service Plan actions and deliverables as part of the National Performance Report, a key platform of the HSE-DOH Performance Accountability Framework. |
| **Principal Duties and Responsibilities** | The position of General Manager, Planning encompasses both leadership and results-based responsibilities which include the following:  **Strategic Leadership & Stakeholder Engagement**   * Provide leadership to support delivery of the Planning & Performance mandate, aligning priorities with national strategy and system reform goals. * Lead complex engagement across internal and external stakeholders to deliver joined-up planning and system-wide alignment on priorities, risks and outcomes especially during a time on change. * Build and sustain trusted relationships with senior HSE stakeholders, DOH, DCDE and cross-system partners. * Promote a culture of dignity, inclusion and shared purpose, embedding professional, person-centred communication and continuous improvement in all interactions. * Research emerging technologies, architectures, service models and products to determine their suitability for adoption by the Planning team. * Identify risks early and develop practical mitigation strategies to support achievement of team deliverables.   **Data Analytics, Insight and Intelligence**   * Drive the strategic use of data and forecasting to support improved planning. * Build team capability and data literacy, enabling confident, insight-driven planning. * Drive the adoption of enabling ICT tools and platforms, using technology to streamline data access, enhance analysis, and improve decision-making efficiency. * Oversee the development of reports and insights that inform executive decision-making. * Represent the Planning function in cross-system data initiatives, ensuring alignment with national data strategies and fostering collaboration with key data partners.   **Service Delivery**   * Drive delivery excellence in respect of annual planning processes by championing strategic change initiatives, and translating vision into action through practical, outcomes-focused implementation. * Identify inefficiencies and proactively implement solutions that streamline planning processes, enhance service impact and align with best practice. * Lead the development and oversight of high-quality planning frameworks that support robust planning, performance management, and accountability at senior levels. * Maintain strong quality assurance and validation processes, ensuring data integrity and alignment across planning outputs. * Drive continuous improvement in tools, processes and reporting approaches. * Ensure outputs are clear, consistent, and actionable across all stakeholder groups. * Ensure consistency and professionalism in the content and presentation of all reports, papers and presentations generated.   **Team Leadership**   * Foster an inclusive, collaborative, high-performing culture that supports innovation and agility across staff and the senior leadership team. * Manage performance constructively, ensuring fair workload distribution and timely feedback. * Identify training needs and support staff through coaching and the Performance Achievement process.   **Standards, Regulations, Policies, Procedures & Legislation**   * Contribute to the development of policies and procedures and ensure consistent adherence to procedures and current standards within area of responsibility. * Effectively discharge the day-to-day operations, including compliance with HSE Financial regulations and all HSE policies and procedures. * Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. * Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service   **The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | **Candidates must have at the latest date of application:**   * Significant experience at a senior level leading and delivering on complex projects of work to include experience in the development and use of planning frameworks to support robust planning, performance management and accountability. * Experience in using business intelligence tools to analyse large datasets and generating key insights to contribute to evidence based decision making and continuous improvement * A strong track record of managing change in a complex environment involving multiple stakeholders, as relevant to this role. * Experience leading and managing a team. * Experience of managing and working collaboratively and cross functionally with multiple internal and external stakeholders, as relevant to this 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. |
| **Post Specific Requirements** | n/a |
| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role * Flexibility in relation to working hours 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** | **Professional Knowledge & Experience**   * Knowledge and experience of activities associated with planning and reporting, performance and quality improvement, performance reporting and understanding of the interdependencies with service planning.   Knowledge of the issues, developments and current thinking in relation to best practice in planning, conducting best practice environmental scans, performance measurement, quality improvement.   * Knowledge and experience of change management within a complex service * Experience of critically developing, reviewing, proofing and editing documents such as professional presentations, papers, reports, condense and concise briefing notes and correspondence within strict and tight timelines. * Knowledge of Irish Health and Social Care services and context and associated Health Region reforms including Sláintecare and relevant Government and National HSE Policies as related to the role. * Knowledge of the health service including a good knowledge of HSE reform * Commitment to developing own professional knowledge and expertise. * An understanding of FOI, Data Protection, employment and other relevant legislation as it applies to this role.   **Leadership and Direction**   * The ability to be an effective leader with a can-do attitude and a growth mindset who has led, organised and motivated staff in times of rapid change in a challenging environment. * The capacity to lead, organise and motivate teams to the confident delivery of excellent services and service outcomes. * Leadership and team management skills including the ability to work with multi-disciplinary team members. * The ability to lead initiatives that improve operational performance and service delivery. * The ability to interact in a professional manner with other staff, business managers and other key stakeholders. * An aptitude for strategic thinking, coupled with leadership skills and the ability to motivate and lead specialist professionals. * The ability to lead, direct and influence multiple stakeholders and ensure buy-in to plans and their implementation. * Evidence of strategic management skills including service planning, managing own work and that of others, delegating appropriately within the resources available. * A capacity to operate successfully in a challenging environment. * A capacity to balance change with continuity – continuously strives to improve service delivery, to create a work environment that encourages creative thinking and to maintain focus, intensity and persistence, even under increasing complex and demanding conditions. * The ability to be a positive driver for change.   **Working with and Through Others (Influencing to Achieve)**   * A track record of building and maintaining key internal and external relationships to energise colleagues across the system. * Ability to work independently as well as work with a wider multidisciplinary / multiagency team in a rapidly changing environment. * Is persuasive and effectively sells the vision for change and inspires confidence. * Sets high standards for the team and understands the importance of context and alignment between the work of the team and the wider system. * Ability to influence, reframe and negotiate, working with teams/services to openly address conflict, find common interests, explore solutions and seek resolutions. * Ability to deal with uncertainty and work with various organisational systems, particularly where other services/organisations might be affected by the change. * Effective communication skills including: the ability to present information in a clear and concise manner, verbally and in written format; the ability to facilitate and manage groups; the ability to give [and receive] constructive feedback.   **Managing & Delivering Results (Operational Excellence)**   * Places strong emphasis on achieving high standards of excellence. * A proven ability to prioritise, organise and schedule a variety of tasks and to manage competing demands and tight deadlines while consistently maintaining high standards and positive working relationships. * Strong evidence of excellent planning and implementation of programmes of work. * The ability to improve efficiency within the working environment and the ability to evolve and adapt to a rapid changing environment. * Commits a high degree of energy to well directed activities and looks for and seizes opportunities that are beneficial to achieving organisation goals. * Perseveres and sees tasks through. * Champions measurement on delivery of results and is willing to take personal responsibility to initiate activities and drive objectives through to a conclusion. * Strong focus on achieving high standards of excellence and measurement of performance. * Adequately identifies, manages and reports on risk within area of responsibility. * Ability to think strategically and with a whole system lens, with strong analytical and judgement skills. * Capacity to prompt divergent thinking and alternative approaches to challenge the status quo and support creative innovative solutions to complex problems. * Perseveres and sees tasks through. * Ability to critically look at issues, guide and support managers and teams to address issues, consider options and assess impact.   **Results Focused with Critical Analysis & Decision Making**   * Commits a high degree of energy to well directed activities and looks for and seizes opportunities that are beneficial to achieving organisational goals. * Champions measurement on delivery of results and is willing to take personal responsibility to initiate activities and drive objectives through to a conclusion. * Has the ability to rapidly assimilate and analyse complex information; considers the impact of decisions before taking action; anticipates problems. * Recognises when to involve other parties at the appropriate time and level. * Makes timely decisions and stands by those decisions as required.     **Critical Analysis & Decision Making**   * The ability to rapidly assimilate and analyse complex information; considers the impact of decisions before taking action; anticipating challenges * Recognises when to involve other parties (at the appropriate time and level). * The ability to consider the range of options available, involve other parties at the appropriate time and level to make balanced and timely decisions * The ability to think strategically, with strong analytical and judgement skills * Is willing to take calculated risks in the interests of furthering the designated care group agenda. * The ability to look critically at issues to see how things can be done better * The ability to consider the range of options available, make timely decisions and take ownership of those decisions and their implications   **Building and Maintaining Relationships / Communication**  Demonstrates:   * Possesses the ability to explain, advocate and express facts and ideas in a convincing manner, and actively liaise with individuals and groups internally and externally. * Is committed to building a professional network to remain up-to-date with and influence internal and external politics. * Is committed to working co-operatively with and influencing senior management colleagues to drive forward the designated care group agenda. * Excellent interpersonal and communications skills to facilitate work with a wide range of individuals and groups * Possesses the ability to explain, advocate and express facts and ideas in a convincing manner and actively liaise with individuals and groups internally and externally. * Ability to clearly articulate messages to a variety of audiences, present information in a clear and concise manner and communicate confidently orally and in writing including strong presentation, written and ICT skills * An ability to influence and negotiate effectively in furthering the objectives of the role   **Personal Commitment and Motivation**    *Demonstrates:*   * A person- centred approach to the remit, keeping in mind impact downstream impact on provision of health and social care services. * Be capable of coping with competing demands without a diminution in performance. * Treating people with dignity and respect. * A willingness to learn from experience and to identify opportunities to further grow and develop. * A strong personal sense of accountability and work ethic. |
| **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, Planning**

**Terms and Conditions of Employment**

|  |  |
| --- | --- |
| **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 at 01/03/2025):  €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.  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-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. |
| **Ethics in Public Office 1995 and 2001** | 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-1)
2. [↑](#footnote-ref-2)