

**Supplementary**

**Grade VI - Section Officer, Pensions**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | **Grade VI - Section Officer, Pensions** *(Grade Code 0574)* |
| **Campaign Reference** | NRS15023 |
| **Closing Date** | Friday 19th September 2025 @ 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 and whole-time vacancy available within National Pensions Management, HR Shared Services, National HR, Aras Slainte Chluainín, Manorhamilton, Co Leitrim,A panel may be formed as a result of this campaign for **Grade VI – Section Officer, Pensions, National Pensions Management, HR Shared Services, Human Resource Division,** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries**  | Alison Crowe, Area Pensions Manager **Email:** alisonm.crowe@hse.ie |
| **Details of Service** | Pensions Shared Service is part of HR Shared Services within the Human Resource Division. HR Shared Services was created in March 2014 and is tasked with the delivery of a portfolio of shared service delivery functions. The HR Shared Services current portfolio includes provision of the following services:* National Pensions Management
* Single Scheme Administration Unit
* Service Improvement (Pensions)
* Pensions Quality & Standards
* National Personnel Administration
* Garda Vetting
* National Recruitment Service
* Recruitment Quality & Standards Unit
* Agency Frameworks & Sourcing
* HR Operations / HRSS Digital

The current stated objective of the HSE’s pensions shared service is to deliver a high quality, timely service to all superannuation scheme members ensuring consistent interpretation and application of pension scheme rules and relevant legislation,The overall aim of HR Pensions Shared Services is to provide high quality, timely pensions services to pension scheme members and support our HR colleagues in the delivery of priority developments relating to pensions. The pensions shared service function provides a comprehensive and professional pension service (including information and advice) to employees who are members of pension schemes administered by the HSE. The Public Sector Reform Plan, published in November 2011 and further updated in January 2014, includes the implementation of shared service models within each sector as one of fourteen public service reform initiatives. The adoption of shared service models for support function delivery and some specialist services has a strong Government mandate and remains a key aspect of reform policy across the Public Service. |
| **Reporting Relationship** | The post holder will report to the Grade VIII Pensions Manager, or other nominated manager. |
| **Key Working Relationships** | The Grade VI - Section Officer, Pensions will work closely with:* The National Pensions General Manager, on the delivery of the objectives of the role.
* Key stakeholders including current and former employees of the HSE, Section 38’s and Voluntary Hospitals and Nominated Health Agencies.
* Pensions colleagues throughout the country including National Pensions Management, Superannuation Officers in the Section 38’s and Voluntary Hospitals, Nominated Health Agencies, Single Scheme Administration Unit and Service Improvements (Pensions).
* Key HSE stakeholders including most notably HR Shared Service functions, eHealth & Disruptive Technology, SAP CoE and Payroll
* HR colleagues across the HSE Regions, Section 38’s, Voluntary Hospitals and Nominated Health Agencies, Service and Corporate HR
* And collaboratively with our customer and client base.
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| **Purpose of the Post**  | To support the Pensions Manager in the development and delivery of optimum pensions management services to scheme members.Responsible for the administrative/management support to the Pension Manager while ensuring the effective and controlled delivery pension management services.Responsible for caseload management while meeting competing deadlines.To provide support, train, develop and to supervise assigned staff.To take a lead role in new initiatives.  |
| **Principal Duties and Responsibilities** | The position of Grade VI - Section Officer, Pensions encompasses both managerial and administrative responsibilities which include the following:**Administration*** Ensure the efficient administration of area of responsibility
* Appropriately delegate responsibility and authority.
* Ensure deadlines are met and that service levels are maintained.
* Lead role on various pension tasks and projects while adhering to strict deadlines.
* Maintain and develop knowledge of pension administration and relevant pension legislation.
* Checking of all awards payable under pension schemes ensuring accuracy and compliance with scheme rules. These include Retirement Benefits, Personal Fund Threshold Statements, Dependants’ Pensions, and Death in Service Gratuities, Non Pensionable Gratuities and Refunds of Superannuation Contributions.
* Checking Best 3in10 templates to ensure compliance with the terms of Circular 10/2008 Revised method of reckoning variable pensionable allowances for pension purposes ensuring compliance under the Public Service pay restoration and FEMPI arrangements.
* Checking of Temporary Rehabilitation Remuneration rates of pay (under sick leave scheme) and Injury/Assault at work grants.
* Application of relevant pension legislation and checking all additions to service under Section 65 MHTA, Professional Added Years, and Adhoc added years and Notional Service.
* Checking all estimates these include Retirement Benefits, Personal Fund Threshold Statements, Dependants’ Pensions, and Death in Service Gratuities, Non Pensionable Gratuities and Refunds of Superannuation Contributions, Family Law for members of the Single Scheme.
* Checking of costing/bills for optional and compulsorily reckonable service ensuring compliance with scheme rules.
* Checking of AVC retirement annuity forms.
* Checking all forms for submission to the Family Law Unit.
* Liaising with other HSE departments/areas and other agencies.
* Implement service plan and business plan objectives within own area.
* Ensure appropriate emphasis on good work practices in relation to record keeping and retention in line with data protection
* Maintain statistics, reports and records as required
* Make appropriate use of technology to advance the quality and efficiency of service provision
* Maintain a good understanding of internal and external factors that can affect service delivery including awareness of national and local issues that impact on own area
* Maintain relationships with key stakeholders.
* Solve problems and make decisions in a timely manner.
* Ensure decisions are in line with local and national agreements
* Provide administrative support for meetings and attend as required.
* Other duties may be assigned from time to time by the Pensions Manager

**Customer Service*** Promote and maintain a customer focused environment by ensuring service users / customers are treated with dignity and respect
* Ensure appropriate, timely and relevant communication with customers

**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 Service Improvement*** Identify opportunities for improvement and implement.
* 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 process

**Standards, Policies, Procedures & Legislation*** Contribute to the development of policies and procedures for own area
* Ensure accurate attention to detail and 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 etc.
* Maintain a broad knowledge of policies and procedures of the organisation.
* Ensure policies and procedures are well documented, understood and consistently adhered to by staff in own section.
* 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 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** | **1. Professional Qualifications, Experience, etc.**1. **Eligible applicants will be those who on the closing date for the competition:**

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 2004OrHave 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.OrHave completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.OrHold 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.And1. 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** | * Demonstrate depth and breadth of experience of working in a busy pension’s administration area, or in an area which involves the processing of numerical data to include experience of working with SAP HR payroll or comparable system.
* Demonstrate significant experience in leading and managing a team of people in a changing complex environment with many competing priorities.
* Demonstrate significant experience of working collaboratively with multiple internal and external stakeholders as relevant to the role.
* Demonstrate significant experience in task management while adhering to strict deadlines as relevant to the role.
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| **Other requirements specific to the post** | Access to appropriate transport to fulfil the requirements of the roleFlexibility in relation to working hours to ensure deadlines are met |
| **Additional eligibility requirements:** | **Citizenship Requirements** Eligible candidates must be: 1. EEA, Swiss, or British citizens

**OR**1. Non-European Economic Area citizens with permission to reside and work in the State

Read Appendix 2 of the Additional Campaign Information for further information on accepted Stamps for Non-EEA citizens resident in the State, including those with refugee status.To qualify candidates must be eligible by the closing date of the campaign.  |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience****Demonstrates:*** A good knowledge and understanding of pensions administration in the public service and relevant legislative provisions, as relevant to the role
* Knowledge of HR, Finance and other relevant HSE policies impacting on pension administration
* Knowledge of the health service, wider health service structure including HR Shared Services Pensions Management function and a basic knowledge of HSE reform
* Excellent MS Office skills to include, Word, Excel and PowerPoint
* Knowledge and experience of using an email system effectively e.g. Outlook, Lotus Notes
* Experience of working with an Electronic Document Management system (Therefore) or comparable system
* Knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role
* The ability to work in line with relevant policies and procedures
* 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 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 VI – Section Officer, Pensions**

**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 at: (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. 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-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)