

**General Manager, Operational Excellence (OpEx) Procurement Business Support (PBS)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | **General Manager, Operational Excellence (OpEx) Procurement Business Support (PBS)**  *(Grade Code: 0041)* |
| **Campaign Reference** | NRS15054 |
| **Closing Date** | Monday 13th October 2025 at 3:00pm. |
| **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**.** 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** | **Operational Excellence (OpEx) Procurement Business Support (PBS)**  There is currently 1 permanent and whole time vacancy available in the Procurement Office, Burlington Business Park, Tullamore, Co. Offaly  The Assistant National Director, Procurement Business Support is open to engagement in respect of attendance at the above base in the context of the requirements of this role and the HSE’s Blended Working Policy  A panel may be formed as a result of this campaign from **General Manager,** **Operational Excellence (OpEx) Procurement Business Support (PBS), HSE Procurement, National Finance and Procurement Division** which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | For further information about the role, please contact  Brian Long, Assistant National Director, Procurement Business Support  **Email:** [brian.long1@hse.ie](mailto:brian.long1@hse.ie) / [procurement.recruit@hse.ie](mailto:procurement.recruit@hse.ie)  **Mobile:** 087-2870621 |
| **Details of Service** | HSE Procurement provides services through three integrated business units covering Strategic Sourcing and Contracting, Logistics and Inventory Management, and Procurement Business Support (PBS).  PBS OpEx works in collaboration with other HSE Procurement functions, Regional Health Authorities and Corporate Services to support P2P compliance and process improvement.  For more information on HSE Procurement visit [www.hse.ie](http://www.hse.ie) |
| **Reporting Relationship** | The post holder will report to the Assistant National Director, Procurement Business Support, HSE Procurement, or other nominated manager  The post holder will be responsible for the PBS OpEx team. |
| **Key Working Relationships** | Detailed below is a brief overview of key stakeholders that the job holder will typically engage with in the fulfilment of the duties and responsibilities of their role.   * + P2P Process Council   + IFMS P2P Improvement Working Group   + PBS Colleagues   + Strategic Sourcing   + Logistics & Inventory Management   + Office of the Head of Procurement   + National Payment Services, Finance Shared Services   + Regional Health Authorities / Local Compliance Business Analysts & Local Heads of Finance   + Corporate Areas   + Corporate Compliance Units   + SAP COE   + Reporting COE   + Procurement Helpdesk   + Sections 38 / 39   + Office of Government Procurement   + Audit and Risk Committee   + IFMS System Users |
| **Purpose of the Post** | The General Manager, OpEx PBS is a strategic leadership role driving improvements in Procure to Pay (P2P) procedures, processes, systems, reports and training, and supporting the implementation of the Corporate Procurement Plan and Compliance Improvement programme of work.  The General Manager will lead a team responsible for:   * Working closely with senior leaders within HSE Procurement to support activities relating to the deployment / change efforts of the Integrated Financial Management System (IFMS). * Co-ordinating the submission of Circular 40-02 returns on behalf of the respective Health Regions and Corporate entity. * Monitoring, improving and supporting enhanced compliance by driving best practice controls and processes, across procurement activities. * Supporting data capture, analysis, reporting and forecasting in relation to procurement compliance. * Procurement capacity training and development.   A key part of the role is working collaboratively to build robust relationships with internal / external stakeholders with a view to driving the achievement of key objectives outlined within the Corporate Procurement Plan in terms of Corporate Procurement Planning, Capacity Development and Compliance Improvement.  The post holder will provide customers across the Health Regions and Corporate areas with up-to-date and relevant reporting information on a regular basis to support Corporate Procurement Planning and Compliance Improvement.  The General Manager will work closely with the Assistant National Director to identify opportunities for capacity development and develop and drive training initiatives to support Corporate Procurement Planning and Compliance Improvement across the organisation. |
| **Principal Duties and Responsibilities** | **Strategic**   * Development and implementation of an OpEx roadmap aligned to Corporate Procurement Plan, compliance improvement and capacity development.   **Operational**   * Develop and apply ongoing knowledge and expertise in respect of optimal HSE P2P systems, processes and procedures including but not limited to:   + IFMS (S4 & Ariba) P2P processes, system functionality and standard reports.   + Procurement regulations including National Financial Regulations (NFR – B1), HSE’s Financial Management Framework and Circular 40-02 etc.   + HSE P2P training plans and materials including Quick Reference Guides.   + Compliance reporting requirements. * Manage HSE Procurement Assessment Compliance Tool (PACT) and transition to IFMS. Compile reports relating to PACT returns. * Support P2P Process Council and carry out the day to day tasks overseen by the council. Engage in the day to day work associated with the design, implementation and continuous improvement of the processes within the P2P Process Council’s remit. * Provide data analytics and business intelligence across the Health Regions and Corporate areas to assist them in completing their Multi Annual Procurement Plan (MAPP) and support their compliance improvement plan. * Provide subject matter expert (SME) advice to support effective Corporate Procurement Planning and Compliance improvements.   **Management / Admin**   * Lead and manage assigned resources. * Develop service plans. * Manage OpEx budget. * Report against plans. * Develop and maintain a team of SMEs covering all aspects of OpEx (e.g. IFMS P2P processes, procurement regulations, Moodle training materials, reporting). * Develop a metrics model to support the delivery and achievement of Key Performance Indicators (KPIs) for P2P OpEx. * Develop OpEx standard operating procedures. * Ensure and demonstrate that all relevant corporate policies, procedures, standards etc. are communicated and implemented within area of responsibility (e.g. Risk Management, Performance Achievement). * Develop effective and robust collaborative / team working relationships with key internal and external stakeholders. * Prepare briefing papers and reports for executive meetings as required. * Act as a spokesperson for the organisation as required. * Demonstrate pro-active commitment to all communications with internal and external stakeholders.   **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 strategic and operational experience as a leader and senior manager in a finance/procurement role and/or function in a complex multi-stakeholder environment to include experience in the use of SAP Procure to Pay (P2P) systems and processes. * Experience in project management and delivery including all of the following: * Use of project management methodologies * Data analysis, reporting and forecasting * Performance measurement * Risk and issue management * Stakeholder management * Change Management * Experience in leading and managing a team. * Experience in managing and working collaboratively with multiple internal and external stakeholders and a proven ability to collaborate and work effectively with external service delivery partners within well-structured governance relationships as relevant to this role. * 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** | * A flexible approach to working hours is required in order to ensure deadlines are met. * Access to appropriate transport to fulfil the requirements of the role as post will involve travel to other HSE locations |
| **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 and Experience**  Demonstrates:   * In depth knowledge and/or experience of procurement regulations including HSE NFR B1 and IFMS Financial Management Framework and associated compliance obligations. * Knowledge of the issues, developments, and current thinking on best practice in relation to procurement compliance. * Experience in developing, implementing, or supporting IT based solutions/systems designed to support the operational delivery and influence strategic decision making. * Expert knowledge of SAP P2P systems and processes. * Business analyst expertise. * Knowledge and experience of deploying data analytics projects. * Ability to effectively drive people, process, and technology change in a dynamic and complex operating environment. * Robust program or project management experience aligned to organisational change with the ability to deliver projects within deadlines. * Proficiency with office systems including excellent knowledge of Microsoft Word, Excel, PowerPoint. * Excellent reporting writing skills including the ability to produce reports to publication standard. * Knowledge of HSE Procurement and its role within the HSE. * Knowledge of the role of HSE Procurement in the broader health service structure and its relationships with external agencies e.g., OGP, One Voice for Health. * Knowledge of HR Policies & Procedures as relevant to this role.   **Leadership and Direction**  Demonstrates –   * A track record as an effective leader with a can-do attitude who has led, organised and motivated staff in times of rapid change in a challenging environment. * 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. * 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. * 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.   **Managing and Delivering Results (Operational Excellence)**   * A proven ability to prioritise, organise and schedule a wide variety of tasks and to manage competing demands and tight deadlines while consistently maintaining high standards and positive working relationships. * Evidence of effective planning and organisational skills including an awareness of resource management and the importance of value for money and elimination of non-value adding activities. * Places a strong focus on achieving high standards of excellence and ensures a system of controls and performance measures are in place. * Adequately identifies, manages and reports on risk within area of responsibility. * Strong evidence of excellent planning and implementation of programmes of work. * The ability to manage deadlines and effectively handle multiple tasks. * The ability to take personal responsibility to initiate activities and drive objectives through to a conclusion.   **Critical analysis, Problem Solving & Decision Making**  Demonstrates –   * The ability to rapidly assimilate and analyse complex information; considering the impact of decisions before taking action; and anticipating challenges. * The ability to consider the range of options available, involve other parties at the appropriate time and level to make balanced and timely decisions. * Effective problem-solving capacity in complex work environments. * Ability to present data in a concise and user-friendly format.   **Working with and through others (Influencing to Achieve)**  Demonstrates –   * The ability to work independently as well as work with a wider multidisciplinary team in a complex and changing environment. * The ability to set team targets and to use influencing and negotiating skills to achieve high standards of service. * The ability to work collaboratively, constructively and in an inclusive manner with all key stakeholders. * The ability to listen to contrary views and consider all insights and contributions in the management of service delivery. * Effective communication skills including: the ability to present information in a clear and concise manner; the ability to facilitate and manage groups; the ability to give constructive feedback.   **Communication & Interpersonal Skills**  Demonstrates –   * Excellent interpersonal and communications skills to facilitate work with key stakeholders. * The ability to present information clearly, concisely and confidently in speaking and in writing. * A track record of building and maintaining key internal and external relationships in achieving organisational goals. * An ability to influence and negotiate effectively in furthering the objectives of the role.   **Personal Commitment and Motivation**  Demonstrates –   * A patient / service user centered approach to provision of health services. * Be capable of coping with competing demands without a diminution in performance. * The ability to treat patient’s / service users, relatives and colleagues with dignity and respect. * A willingness to learn from experience and to identify opportunities to further grow and develop. |
| **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 that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.  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. | |



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**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 (as at 01/08/25) is:  €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. The working hours for each individual post will be confirmed at job offer stage. 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://www2.healthservice.hse.ie/organisation/national-pppgs/writing-your-site-or-service-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)