

**Project Support Officer (Grade VI)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Project Support Officer (Grade VI)*(Grade Code: 0574)*  |
| **Campaign Reference** | NRS15062 |
| **Closing Date** | Monday 03rd November 2025 at 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 whole-time vacancy available in the Health Protection Surveillance Centre (HPSC), 25-27 Middle Gardiner Street, Dublin 1 D01A4A3A panel may be formed as a result of this campaign for **Project Support Officer (Grade VI) Health Protection Surveillance Centre, Dublin** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.  |
| **Informal Enquiries**  | Brid Ann O’SheaEmail: bridann.oshea@hpsc.ieTel: 087 1880992 |
| **Details of Service** | The Health Protection Surveillance Centre is Ireland’s national specialist agency for the surveillance of communicable disease and is led by the Consultant in Public Health Medicine, National Clinical Lead for Surveillance. The mission of the HPSC is to work with key stakeholders and support healthcare. providers to maximise the uptake of all national surveillance programmes. The HPSC provides strategic direction in support of a best practice based, equitable and standardised delivery of publicly and internationally funded surveillance programmes. The HPSC is responsible for managing agreed surveillance programmes including developing training and communication materials for health professionals. HPSC’s role includes to: * Carry out disease surveillance, epidemiological investigation and related research and training;
* Provide national leadership and timely scientific advice to reduce the harm from infectious diseases; and
* Identify those infectious disease hazards that threaten our country and to assist in preparing, planning and responding to such threats.

The HSE Sláintecare reform programme and/or the wider Health Service re-organisation may impact on this role, and as structures change the job specification may be reviewed. With the implementation of HSE Sláintecare reform, the above is subject to change, in line with service reconfiguration.   |
| **Reporting Relationship** | The post holder will report to Grade VIII, HPSC |
| **Key Working Relationships** | The Project Support Officer will work collectively with team colleagues to support the integration of project management methodologies within the HPSC and foster working relationships with National Health Protection Office and external partners |
| **Purpose of the Post**  | To work as part of the Project Management team to drive and actively support the integration of project management methodologies to achieve successful outcomes to specified projects within the HPSC. |
| **Principal Duties and Responsibilities** | The role of Project Support Officer encompasses both managerial and project administration responsibilities which include the following:**Project Management*** Provision of project support for projects within the HPSC.
* Provide support to HPSC Senior Project Managers and other HPSC staff.
* Monitoring and reporting – gather and analyse information and draft reports to facilitate project reporting to Project Management, Project Teams and/or Programme Governance.
* Support in the development, application and continuous improvement of Project Management tools and processes.
* Ensure Project Management Tools are kept up to date and maintain programme/project tools and templates.
* Provide support to project teams in the use of programme management processes, tools and templates
* RAID (Risks, Assumptions, Issues, Dependencies) Documentation – Documenting, maintaining and updating the RAID registers for Projects.
* Quality Assurance – tracking and reporting on individual projects against plans.

**Administration*** Implement efficient Document Management System in line with agreed methodologies.
* Provide secretarial support for governance and project meetings and attend as required.
* Ensure the efficient management and administration of area of responsibility.
* Ensure deadlines are met and that service levels are maintained.
* Ensure line management is kept informed of issues arising.
* Ensure that stakeholders are kept informed and that their views are communicated to management.
* Maximise the use of technology in ensuring that work is completed to a high standard.
* Build effective relationships with key stakeholders and governance members.

**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*** Ensure accurate attention to detail in own work and work of team.
* Maintain a good understanding of internal and external factors that can affect service delivery including awareness of local and national issues that impact on own area.
* Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring team knows how to action changes.
* Encourage and support staff through change processes.
* Monitor efficiency of service provided by team, identify and implement changes to the administration of the service where inefficiencies arise.

**Standards, Policies, Procedures & Legislation*** Contribute to the development of policies and procedures and ensure consistent adherence to procedures and current standards within area of responsibility.
* Maintain own knowledge of relevant policies, procedures, guidelines and practices to perform the role effectively and to ensure standards are met by own team.
* Maintain own knowledge of relevant regulations and legislation e.g. Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts, GDPR.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards and other standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.**    |
| **Eligibility Criteria****Qualifications and/ or experience** | ***This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies\*, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement - 161867***1. Eligible applicants will be those who on the closing date for the competition:
	1. 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 2004

**OR*** 1. Have 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.

**OR*** 1. Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction

OR* 1. Hold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI)

**And**(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 administrative experience working in a busy office environment supporting the delivery of projects and working collaboratively with multiple internal and external stakeholders, as relevant to this role.
* Experience in professional writing and the preparation of documents to include collating large volumes of data and producing summary reports as relevant to the role.
* Experience managing a team
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| **Other requirements specific to the post** | * A flexible approach to working hours is required to ensure deadlines are met
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| **Additional eligibility requirements:** | **Citizenship Requirements** Eligible candidates must be: 1. EEA, Swiss, or British citizens

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

Read Appendix 2 of the Additional Campaign Information for further information on accepted Stamps for Non-EEA citizens resident in the State, including those with refugee status.To qualify candidates must be eligible by the closing date of the campaign.  |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience** * Knowledge and experience of project /change management approaches and tools
* Significant knowledge of project management methodologies
* Knowledge of the health service including an understanding of Sláintecare, HSE health service improvement programmes and Health Region reforms.
* Excellent writing and presentation skills with good attention to detail.
* Awareness and appreciation of service users and stakeholders
* Excellent MS Office skills to include Word/Excel/Outlook

**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.
* The ability to manage deadlines and effectively handle multiple tasks.
* The ability to manage within allocated resources and a capacity to respond to changes in a plan.
* Maintains an awareness of value for money.

**Commitment to a Quality Service** * Practise and promote a strong focus on delivering high quality service and an awareness and appreciation of the service user/stakeholder.
* Proactively identify areas for improvement and develops practical solutions for their implementation.
* Embrace and promote 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 and make effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management.
* Demonstrate initiative in the resolution of issues arising / problem solving and proactively develop new proposals and recommend solutions.
* Makes decisions and solves problems in a timely manner before they accumulate.

**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.
* Capacity to work effectively under the supervision of the Knowledge Management pillar leads.

**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) in order to facilitate effective knowledge translation.
* 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. |



 **Project Support Officer (Grade VI)**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is permanent and whole time. The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage. Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration** | The salary scale for the post (as at 01/08/25) is: €57,325 - €58,691 - €60,359 - €63,491 - €65,363 - €67,695 - **€70,034 LSI** New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **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)