

**Business Manager (Grade VII)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Business Manager (Grade VII)  *(Grade Code: 0582)* |
| **Campaign Reference** | NRS15082 |
| **Closing Date** | **Wednesday 29th October 2025 at 12:00 noon** |
| **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. |
| **Taking**  **up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | Office of the Chief Clinical Officer (OoCCO)  There is currently one permanent whole-time vacancy available within Dr. Steevens’ Hospital, Steeven’s Lane, Dublin 8.  A panel may be formed as a result of this campaign for **Business Manager (Grade VII), Office of the Chief Clinical Officer (OoCCO)** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Jenny Neary, General Manager, OoCCO [jenny.neary1@hse.ie](mailto:jenny.neary1@hse.ie)  or  Andrea Ormond, General Manager, OoCCO [andrea.ormond@hse.ie](mailto:andrea.ormond@hse.ie) |
| **Details of Service** | The HSE Centre operates as the HSE's governing body, with a newly-defined relationship with the health regions. The purpose of the HSE Centre will be to support health regions to fulfill the functions of Planning, Enablement, Performance and Assurance (PEPA).  The HSE Senior Leadership Team will include the 6 Regional Executive Officers (REOs) and national directors for the following areas:   * National services and schemes * Access and integration * Clinical * People * Finance * Technology and transformation * Communications and public affairs * Strategic infrastructure and capital delivery * Internal audit   The National Clinical function, led by the Chief Clinical Officer, is accountable for connecting, aligning and integrating clinical leadership across the healthcare system from service and policy design to planning and implementation. It aims to place clinicians at the heart of decision making, creating a healthcare system informed and shaped by care pathways which meet patient needs and expectations. The function is responsibility for:   * Designing and implementing clinical models of care and public health strategies and ensuring that these are implemented in line with guidelines. * Setting quality and patient safety standards across the health system and ensuring that these are met. * A number of key national programmes, including the National Cancer Control Programme, National Screening Services, National Women and Infants Health Programme and National Maternity Strategy. |
| **Reporting Relationship** | The post holder will be a member of the Office of the Chief Clinical Officer and will work with the Assistant National Director, General Manager, Programme Leads and other team members in meeting the aims and objectives of the unit.  Additionally, the Grade VI!, will develop and maintain positive working relationships with key stakeholders, both internal and external to the HSE:   * Division of the CCO. * National Clinical Programmes. * Integrated Operations. * Programme Management Support. |
| **Key Working Relationships** | The post holder will be a member of the Office of the CCO (OOCCO), and will work with the Director of the OOCCO, General Manager, Programme Leads and other team members in meeting the aims and objectives of the unit.  Additionally, the Grade VII, Business Manager will work closely with other key stakeholder with regard to the daily workload of the unit. They will develop and maintain positive working relationships with key stakeholders, both internal and external to the HSE:   * Division of the CCO; * National Clinical Programmes; * Integrated Operations; * The CEO and HSE Board Offices; * Parliamentary Affairs Office; * IT and Data Controls; * Procurement; * Department of Health; * Programme Management Support. |
| **Purpose of the Post** | The Grade VII, Business Manager will support the Office of the CCO to meet the requirements of the Office’s various functions by:   * Ensuring efficient and effective delivery of all business, administrative and corporate governance reporting requirements as relevant to remit of the OoCCO team. * Ensuring efficient and effective day-to-day operational management of the OoCCO including line management functions, managing workflow assignment, and tracking actions to completion. * Coordinating, tracking, and supporting the efficient completion of actions assigned to the Office of the CCO. * Having responsibility for Human Resource and/ or Finance for the Office of the CCO and associated programmes. * To facilitate collaborative working to progress actions, resolve issues, and consolidate information from various sources into actionable summaries to support informed decision making, and escalate issues appropriately as required. * Providing administrative support to programme oversight and senior management team meetings and processes. |
| **Principal Duties and Responsibilities** | *The position of Grade VII encompasses both managerial and administrative responsibilities:*  **Administration**   * Contribute to the development of service plans for own area of responsibility and implement service plan objectives within own area. * Ensure the efficient management and administration of area of responsibility. * Execute assignments in accordance with agreed plans, budgets and deadlines. * Ensure deadlines are met and that service levels are maintained. * Prepare regular reports on the progress of work against the operational plan. * Provide accurate information to management in a timely manner, ensuring that administrative and financial records are readily available. * Inform management of ideas / solutions to maximise effective use of resources / improve service delivery. * Advise, promote and participate in the implementation of innovations in service delivery. * Participate in and lead project working groups, represent the HSE on committees as required. * Build and maintain relationships with key stakeholders to gather support for new initiatives. * Make decisions and solve problems in a timely manner and inform others of decisions that have implications for them, making sure team knows how to action them. * Gather information from a variety of sources to ensure decisions are in line local and national agreements. * Ensure regular two-way communication happens between line management and senior management. * Provide administrative support for meetings and attend as required. * Maximise the use of technology to advance the quality and efficiency of service provision.   **Finance/Budgeting:**   * Monitor and control the use of resources in accordance with the Health Service Executive’s Financial Regulations. * Ensure optimum use of resources in line with current best practice. * Evaluate and make recommendations on proposals, which have funding implications. * To advise and support budget holder on best finance practices to ensure optimum use of resources. * To liaise with internal audit as appropriate. * Prepare financial documents for senior management to support business planning and decision-making. * Develop financial trends and projections for the unit’s finances. * Create and maintain accurate financial records and reports, and ensure all activities are in accordance with regulatory requirements.   **Human Resources / Supervision of Staff**   * Supervise and enable other team members to carry out their responsibilities, ensuring appropriate delegation of responsibility and authority. * Review the conduct and completion of assignments of staff in accordance with the operational plan and expected quality standards. * Keep in touch with workloads of staff members to gauge levels of wellbeing and morale in the team. * Manage the performance of staff, dealing with underperformance in a timely and constructive manner. * Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate. * Conduct regular staff meetings to keep staff informed and to hear views. * Create and promote a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships with other teams and disciplines. * 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 leadership and management expertise and professional knowledge. * Engage in HSE recruitment and selection processes to ensure the timely progression of emerging positions within the Office of the CCO or related to programmes of work. * Engages with core team and the wider peer community to learn about new approaches and methodologies and how they are being tested and applied across the system.   **Customer Service**   * Promote and maintain a customer focused environment by ensuring service users are treated with dignity and respect. * Seek feedback from service users / customers to evaluate service and implement change.   **Service Delivery and Service Improvement**   * Promote and participate in the implementation and management of change. * Proactively identify inequities / inefficiencies in service administration and implement solutions to improve service delivery, in line with legislation and benchmarking against best practice structures. * Maintain a good understanding of internal and external factors that can affect service delivery including awareness of local and national issues that impact on own area of work. * 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. * Ensure efficient and effective delivery of all business, administrative and corporate governance reporting requirements as relevant to remit of the OoCCO team. * Ensure efficient and effective day-to-day operational management of the OoCCO business team, including line management functions, managing workflow assignment, and tracking actions to completion. * Coordinating, tracking, and supporting the efficient completion of actions assigned to the Office of the CCO. * Having responsibility for Human Resource and/ or finance for the Office of the CCO and associated programmes. * Facilitating collaborative working to progress actions, resolve issues, and consolidate information from various sources into actionable summaries to support informed decision making, and escalate issues appropriately as required.   **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. * 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. HSE Financial Regulations, Health & Safety legislation, Employment legislation, FOI Acts, GDPR. * Supports and manages the recording & tracking of requests into the OoCCO such as parliamentary questions, FOIs, SARs. * 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.   **Project and Team Management**   * Manage the smooth running of the Office of the CCO in a confidential, effective and efficient manner during a time of strategic change and growth. * Oversee the tracking, monitoring and ensuring delivery of all priority actions assigned to the OoCCO team. * Supporting the generation of project and programme status reports and updates to the HSE Executive Management Team, HSE Board, and other key stakeholders as appropriate. * Support the accomplishment of administrative, managerial, and executive duties necessary to develop the Office of the CCO * Maintain high standards of performance as per service agreement with outside stakeholders. * Manage work planning, and monitor resource allocation, ensuring optimal use of resources and value for money. * Appropriately delegate responsibility and authority. * Facilitate Team Meetings. * Promote co-operation and working in harmony with other teams and disciplines * Manage the administrative team and oversee all administrative duties associated with the administrative office * Provide cross cover for administrative and data team members as required by the employer.   **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:  |  |  | | --- | --- | |  | Have satisfactory experience in an office under the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 at a level not lower than that of Grade IV (or equivalent)  and  have not less than two years satisfactory experience either in that office or in an office at a level not lower than that of Clerical Officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 |   and   * 1. 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.  ***\* A list of ‘other statutory health agencies’ can be found:***<https://www.gov.ie/en/organisation-information/9c9c03-bodies-under-the-aegis-of-the-department-of-health/?referrer=http://www.health.gov.ie/about-us/agencies-health-bodies/>. |
| **Post Specific Requirements** | * Significant business management experience to include budget management, Human Resources and project management as relevant to the role * Experience in managing and prioritising high volume workloads to meet deadlines whilst ensuring compliance and accuracy * Experience of working in a busy office environment, which has involved interacting in a professional manner with senior management and other key internal and external stakeholders, in the delivery of a quality service. * Experience of managing & leading a team |
| **Other requirements specific to the post** | Flexibility in relation to working hours to ensure deadlines are met.  Access to appropriate transport to fulfil the requirements of the role. |
| **Additional Eligibility Requirements** | **Citizenship Requirements**  Eligible candidates must be:   1. EEA, Swiss, or British citizens   **OR**   1. Non-European Economic Area citizens with permission to reside and work in the State   Read Appendix 2 of the Additional Campaign Information for further information on accepted Stamps for Non-EEA citizens resident in the State, including those with refugee status.  To qualify candidates must be eligible by the closing date of the campaign. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**   * Demonstrates knowledge of key healthcare action plans and reform initiatives as relevant to the role, including for example the Waiting List Action Plan, Slaintecare, and the Digital Health Framework for Ireland * Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role. * Maximises the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc. * Demonstrate the ability to work in line with relevant policies and procedures. * Demonstrate commitment to developing own professional knowledge and expertise. * Proven track record in business management roles, preferably within the healthcare or a related field   **Planning and Managing Resources**   * Demonstrate the ability to effectively plan and manage resources, effectively handle multiple projects concurrently, structuring and organising own workload and that of others effectively. * Demonstrate responsibility and accountability for the timely delivery of agreed objectives. * Challenges processes to improve efficiencies where appropriate, is committed to attaining value for money.   **Commitment to a Quality Service**   * Demonstrates evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user. * Ensure attention to detail and a consistent adherence to procedures and standards within area of responsibility. * Embraces and promotes the change agenda, supporting others through change. * Demonstrate flexibility and initiative during challenging times and an ability to persevere despite setbacks.   **Evaluating Information, Problem Solving & Decision Making**   * Demonstrate numeracy skills, an ability to analyse and evaluate information, considering a range of critical and complex 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 confidently explain the rationale behind decisions when faced with opposition.   **Team Working**   * The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment. * Demonstrate an ability to work as part of the team in establishing a shared sense of purpose and unity across a number of teams delivering on different projects. * Demonstrate leadership; creating team spirit; leading by example, coaching and supporting individuals to facilitate high performance and staff development. * Demonstrate a commitment to promoting a culture of involvement and consultation within the team, welcoming contributions from others.   **Communications & Interpersonal Skills**   * Demonstrates excellent communication and interpersonal skills including the ability to present complex information in a clear, concise and confident manner (written & verbal). Strong presentation skills. * Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders, working collaboratively within a multi stakeholder environment. * Demonstrate commitment to regular two-way communication across functions and levels, ensuring that messages are clearly understood. |
| **Campaign Specific Selection Process**  **Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements.  Failure to include information regarding these requirements may result in you not being called forward 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. | |



**Business Manager (Grade VII)**

**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:  €60,013, €61,479, €63,192, €64,911, €66,636, €68,176, €69,745, €71,272, €72,788, **€75,397, €78,015 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 responsibility 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.  Some staff have additional responsibility such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibility  For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/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 responsibility detailed in the relevant Site Specific Safety Statement (SSSS).  Key responsibility 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 responsibility 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://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)