

Job Title & Grade	Operational Services Manager – Grade VIII
Campaign Reference #	83170
Closing Date	Thursday, 14 th August 2025 by 5:00 pm
Proposed start date	TBC
Duration of Post	Permanent Full - time
Advertisement Type	External
Specific T&C's of post	<p>35 standard working week 30 days Annual Leave</p> <p>Remuneration is in accordance with the salary scale approved by the Department of Health: Current salary scale with effect from 1st March 2025: [Grade VIII Clerical, Code: 0655] , starting at Point 1 €81,444 and rising annually in increments: €82,175 €85,389 €88,616 €91,818 €95,033 €98,231</p>
Location of post	This post will be based at Children's Health Ireland at Crumlin initially and will transition to the new children's hospital upon opening and will then transition to the New Children's hospital.
Reporting Arrangements	<p>This post will report to the Director of Operations/Site Lead, Children's Health Ireland (CHI) at Crumlin until the new hospital opens</p> <p>Following the opening of the new hospital the postholder will report to the Chief operations Officer for Children's Health Ireland</p>
Key Working Relationships	<p>The post holder will work closely with:</p> <ul style="list-style-type: none"> • Directorate Operations Lead, General Manager • Clinical Director and the consultant groups • Director of Nursing • Directorate Operational Services Managers • estates/facilities management • Various Department Heads • CHI Commissioning team • CHI Chief Operations Officer

	<i>Please note that this list is not exhaustive and key working relationships will change as the project moves from service development, construction completion, commissioning & transitioning to steady state.</i>
Purpose of the Role	<p>The purpose of this post is to have a key role in managing and developing the function withing CHI at Crumlin as the lead for PAN directorate services and as the deputy for the Director of Operations and Site Lead.</p> <p>This role will involve leading and supporting staff through change. S/he will be responsible for ensuring optimal administrative support is provided to all areas under this function in an efficient, cost effective and streamlined manner. The post holder will work closely with the Director of Operations/Site Lead to support him in the delivery of various projects on the hospital campus as required.</p>
Principal Duties and Responsibilities	<p>Professional Duties and Responsibilities:</p> <p>Prior to the move to the new children's hospital:</p> <ul style="list-style-type: none"> • The post holder will be expected to live CHI values and be child-centered, compassionate, progressive and will act with respect, excellence and integrity. • Be responsible and accountable for the management of the areas and projects assigned, including leadership of administrative staff, and supervision of these staff, through the respective Operational Services function. • Deputise for the Director of operations/ Site Lead for Operational Services as required, as part of the interim Operational Services Model • Operational Services Lead for Pan Directorate Functions in CHI at Crumlin as assigned. • Future CHI Operational Services Lead for Pan Directorate Functions in new Hospital • Work on Cross Site Administrative Planning for the New Hospital as Required. • Operational Services Lead for Evolve • Support the Management of Waiting Lists as required • Provide leadership on administrative systems and processes and implement improvements to the service as required. • Ensure resource utilisation is regularly reviewed and maintained at optimal levels of efficiency and effectiveness. • Determine information needs and ensure appropriate timely data collection mechanisms are established to support capacity and demand analysis. • Deliver planned activity within allocated resources and develop action plans to manage variances. • Identify and/or lead projects that improve the quality of services provided to patients by admin support staff. • Identify and/or lead capital build projects that improve patient access or business continuity for the hospital. • Develop responses to Parliamentary Questions and Reps for Chi as requested • Support the operational implementation of new service initiatives, including liaising with stakeholders, developing operational policies and guidelines as required.

- Identify opportunities for work process improvement, initiating and management of steps to achieve improvement.
- Be responsible for fostering high levels of customer service to patients (and children), their relatives and / or carers through customer feedback received at local level, review / evaluation of data from the hospitals complaints management system and periodic measurement of customer satisfaction levels.
- Chair, participate and contribute to various corporate committees as directed.
- Support the delivery in systems such as finance and HR SAP.
- Responsible for Reporting returns and Performance Monitoring
- Responsible for coordinating CHI at Crumlin annual Service Plan Submissions.

When in the new children's hospital, the postholder will have responsibility for the following PAN directorate functions:

- Reception staffing and functions
- Healthcare records and digital healthcare functions
- Ward Clerks
- Operational components of Clinical/Corporate SLAs/Contracts including taxis and Translation Services
- Function of translation services
- Private Clinics
- EPIC/Digital Health Operations governance and continuity
- Operations function within the Clinical Command Centre
- Relevant staff and project related work as delegated.
- HSCP administration function

Specific Duties:

People Management

- Be responsible for effective people management & performance measurement across their allocated service areas.
- Manage the clinical support resources to ensure that optimal service delivery is being achieved within headcount, preparing motivating and guiding individuals or groups towards hospital objectives.
- Maximise the contribution of staff by developing systems for performance, personal development, individual and organisational development
- Ensure that the responsibilities and objectives for direct reports are clearly defined and understood – job descriptions and person specifications are current and reviewed regularly.
- In partnership with HR, develop local strategies for recruitment and retention of staff.
- In conjunction with HR select, induct, manage, motivate and develop staff
- Act as a point of contact for staff on human resource issues in accordance with HR policies and procedures.
- Be responsible for managing sickness and absence in accordance with hospital policy. Update SAP as required.

	<ul style="list-style-type: none"> • Be responsible for facilitating all staff to continue their education and personal development to support improved organisational performance. • Ensure the involvement of all staff through open and direct communication. <p><u>Communications</u></p> <ul style="list-style-type: none"> • Develop effective team working and communication processes across the function. • Liaise with team members to implement and enhance departmental processes to improve the functioning of the teams, using negotiation, persuasion and motivation. • Maintain an excellent working relationship with the clinical staff to ensure that administrative support teams are meeting their needs in order to support the performance of the service for patients, and to meet regularly with clinical staff to resolve issues that arise. • Conduct regular staff meetings to ensure all are kept up-to-date with regard to changes and developments within the hospital • Attend relevant operational meetings to keep fully informed on strategic and operational developments and disseminate this to all staff within remit as appropriate • Participate fully in any hospital committee, programmes and initiatives as requested <p><u>Service Delivery</u></p> <ul style="list-style-type: none"> • Streamline patient care processes and to implement changes in service provision, as required • Co-ordinate relevant external responses in conjunction with Clinical Leads. • Work closely with other relevant staff in order to provide the best possible service with available resources in the hospital and across CHI. • Ensure data quality and integrity across the division, ensuring that data is generated and captured and is an accurate reflection of division activity. • Ensure that Key Performance Indicators (KPIs) are met and if not met, establish appropriate action plans to meet the standard. • Provides reports on KPI compliance as requested. • Lead on change management including review and optimisation of work practices in conjunction with staff. • Ensure that all hospital and departmental policies are implemented and adhered to by all staff in the across the function. • Contribute to the development of and revision of Policies, Procedures and guidelines and be responsible for refining/creating departmental policies to cover the range of administration responsibilities. • Be familiar with and ensure compliance with national and international quality standards for patient services as relevant to the role (e.g. NTPF Waiting List, Management Protocols, Code of Practice for Healthcare Records Management 2007, HIQA Safer & Better Health Standards, NCCP Standards, JCI Accreditation Standards, etc.)
--	---

	<p><i>The above 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.</i></p>
<p>Eligibility criteria, qualifications and experience</p>	<p><u>Essential Criteria:</u></p> <ul style="list-style-type: none"> • A relevant healthcare or management 3rd Level Qualification at Minimum of QQI Level 8 standard. • 7+ years' experience in a relevant and similar role and a minimum of 5 years' experience at a management/leadership/clinical level in the health services. • Management and supervisory experience within clinical admin setting • Ability to work to deadlines and devise and implement plans and changes. • Knowledge of department structure & systems and excellent knowledge of administrative processes. • Experience in patient relations and complaint handling • Teamwork skills • Experience in staff and patient relations • Excellent verbal and written communications skills • Knowledge and understanding of key aspects of Health Service Policy, access and waiting list targets, Quality Agenda and understanding of Sláintecare • Well-developed problem-solving skills that allow analysis of complex issues and the provision of workable solutions. Ability to make decisions and escalate only when necessary. • Ability to manage staff effectively including motivation, team building, training & development as well as the management of disciplinary, absence and performance issues. • Project & change management experience. • Ability to implement change and find innovative ways to deliver improvements • Be proficient in use of administrative software. E.g. Word / Excel / PowerPoint etc. • Ability to think and plan strategically • Leadership Qualities • Ability to network and build and maintain relationships at all levels of a complex organisation • Ability to communicate and develop productive working relationships with multi professional staff at all levels of the organisation • A strong commitment to continuous improvement through implementation of quality initiatives and workflow analysis and review. • Ability to analyse complex problems and develop practical solutions <p><u>Desirable Criteria:</u></p> <ul style="list-style-type: none"> • Relevant Masters Qualification • Experience of working with other agencies/HSE organisations • Experiencing of deputising at senior manager level • Management of clinical risk and quality issues • Change management skills

<p>Competition Specific Selection Process</p> <p>How to Apply & Informal Enquiries</p>	<p>Applications for this post <u>must be accompanied by a cover letter</u>, setting out relevant experience that illustrates how the essential criteria listed above is met.</p> <p>The criterion for short listing is based on the requirements of the post, as outlined in the eligibility criteria.</p> <p>* Please note that you must submit a cover letter with your CV, this forms part of your application and CV's will not be accepted without a detailed cover letter.</p> <p>The closing date for submissions of CV's and cover letter is 14th of August 2025 by 17.00. Applications must be completed through the advertised post on CHI.jobs by clicking 'Apply for Job'.</p> <p>Applications will not be accepted through direct email or any other method.</p> <p>For informal enquiries for this specialty/department, please contact Paul Harding Director of Operations/Site Lead, at paul.harding@childrenshealthireland.ie</p> <p>For other queries relating to this recruitment process, please contact Talent Acquisition Team victoria.gsamelova@childrenshealthireland.ie</p> <p>PLEASE NOTE:</p> <p>CHI has transitioned to a process of a one commencement day per month for all new employees, CHI internal transfers and Secondments. This update to our Onboarding process is aligned to changes in our monthly/fortnightly payroll and with the launch of our new corporate induction program. This process enhancement ensures that we can thoroughly prepare for your arrival and facilitate a smooth transition in your onboarding journey.</p> <p>It is important for you to note that if you do not have your pre-employments and mandatory training completed in time, your commencement date will be deferred to the next available date.</p> <p>Below, you'll find the list of commencement dates for 2025.</p> <ul style="list-style-type: none"> • September 15th (internal only) • October 13th • November 10th • December 15th
	<p>Information on "Non-European Economic Area Applicants" is available from https://dbej.gov.ie/en/</p>
	<p>The programme outlined for Children's Health Ireland may impact on this role and as structures change the job description may be reviewed.</p> <p>Children's Health Ireland is an equal opportunities employer.</p>

