**Grade VII Senior Executive Officer**

 **PCRS 07 2025**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade VII Senior Executive Officer, Primary Care Reimbursement Service (PCRS)(Grade Code: 0582) |
| **Remuneration** | The salary scale for the post (01/03/2025) is: €59,419, €60,870, €62,566, €64,268, €65,976, €67,501, €69,054, €70,566, €72,067, **€74,650, €77,243 LSIs**New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Campaign Reference** | PCRS 07/2025 |
| **Closing Date** | Friday 11th July 2025 at 12 Midday |
| **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** | Primary Care Reimbursement Service (PCRS), North Road, Finglas, Dublin 11There is currently 1 permanent / whole-time vacancy available in Primary Care Reimbursement Service (PCRS), Finglas, Dublin 11.A panel may be formed as a result of this campaign for Grade VII Senior Executive Officer from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries**  | We welcome enquiries about the role. Contact: Paul McCartney, Grade VIII, Reimbursement, PCRS email: paul.mccartney@hse.ieor Elaine Murphy, Grade VII, Reimbursement, PCRSemail: elainey.murphy@hse.ie |
| **Details of Service** | The HSE Primary Care Eligibility & Reimbursement Service (PCRS) supports the delivery of a wide range of primary care services to the general public through over 6,500 primary care contractors (i.e. doctors, dentists, pharmacists, optometrists, etc.) across a range of community health schemes. These schemes form the infrastructure through which the Irish health system delivers a significant proportion of primary care to the public. PCRS has a budget in excess of €4bn which supports the delivery of a wide range of primary care services through more than 6,500 primary care contractors across a range of ‘demand led’ national health schemes and arrangements. The PCRS National Medical Card Unit (NMCU) has responsibility for all aspects of the medical card application process. Through its eligibility functions it is now responsible for determining and managing the eligibility of members of the public for Medical Cards, GP visit cards, Drugs Payment Scheme Cards and Long Term Illness Scheme cards, which provide entitlements to free or subsidised primary care services. The PCRS is responsible, through its reimbursement activities, for making payments to primary care contractors for the services provided, according to the rules of the relevantschemes. PCRS also reimburse and makes payments to suppliers and pharmaceutical companies under the terms of other schemes such as the High Tech Arrangement. In addition to the processing and making of payments on a national basis to key service providers and recipients, PCRS also compiles statistics and trend analyses which are provided to other areas within the HSE, Government Departments and other interested partiesPCRS provides additional services to the wider health service through the functions of the Corporate Pharmaceutical Unit (CPU), which is responsible for drug pricing, and through other activities such as PCRS’s collaborative support to the Medicine Management Programme (MMP). |
| **Reporting Relationship** | The post holder will report to the Grade VIII, or other nominated manager. |
| **Key Working Relationships** | The Grade VII position will * Function as an integral member of the Reimbursement Function and other supporting functions within PCRS.
* Contribute to strategic planning and implementation of key initiatives within the Reimbursement Function.
* Have a working relationship with HSE National Contracts Office.
* Have a working relationship with functions within HSE Health Regions as relevant to the role.
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| **Purpose of the Post**  | * To provide management support within a function and to supervise staff within own remit.
* The post holder will lead and participate in work streams as assigned.
* Initial assignment includes Dental Unit; Optical Unit; Contract Support Unit and Registry Unit.
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| **Principal Duties and Responsibilities** | The position of Grade VII encompasses both managerial and administrative responsibilities which include the following:**Administration*** Ensure that policies and procedures are implemented consistently across the organisation
* Ensure the efficient administration of area of responsibility
* Appropriately delegate responsibility and authority
* 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 information to Management in a timely manner
* Advise Management on best practice to ensure optimum use of resources
* Advise, promote and participate in the implementation of best practice
* Participate in and lead project working groups
* Represent the HSE on committees and groups as required
* Contribute to service plans for own area and implement service plan objectives within own area
* Prepare clear, concise, accurate reports backed up by sufficient reliable documentary evidence
* Prepare, extract and interrogate large volumes of numerical data to ensure quality and reliability
* Prepare clear, logical, sufficiently documented files for each assignment
* Ensure all general and financial records are readily available
* Make appropriate use of technology to advance the quality and efficiency of service provision
* Undertake special assignments as directed
* Maintain a good understanding of internal and external factors that can affect service delivery including awareness of national and local issues that impact on own area
* Collating information from several sources and producing reports for Senior Management/Stakeholders
* Maintain relationships with key stakeholders to gather support for new initiatives
* Promote co-operation and working in harmony with other teams and disciplines
* Deliver presentations to groups as required
* 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 with local and national agreements
* Ensure regular two-way communication happens between Line Management and Senior Management
* Organise and attend meetings as required
* Take minutes at meetings and prepare for circulation following meeting
* Support and deputise for line manager as required

**Change Management*** Promote and participate in the implementation 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
* Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring the team knows how to action changes
* Encourage and support staff through change process

**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

**Human Resources / Supervision of Staff*** Manage and enable other team members to carry out their responsibilities
* Manage the performance of staff, dealing with underperformance in a timely and constructive manner
* Review the conduct and completion of assignments of other staff in accordance with the operational plan and expected quality standards
* Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships
* Identify and agree training and development needs of team and design plan to meet needs
* Conduct regular staff meetings to keep staff informed and to hear views
* Effectively line managing staff
* Effectively maximising the quality, efficiency and effectiveness of service delivery while motivating and empowering staff
* Collaboratively working with multiple internal and external stakeholders as relevant to the role

**Standards, Regulations, Policies, Procedures & Legislation*** Contribute to the development of policies and procedures for own area
* Effectively discharge the day-to-day operations, including compliance with HSE Financial regulations and all HSE policies and procedures
* Assess and analyse compliance with National and EU legislative obligations, and national policies and procedures
* Ensure development, maintenance and implementation of Standard Operating Procedures on an on-going basis
* Ensure accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility
* Maintain own knowledge of relevant policies, procedures, guidelines and practices to perform the role effectively and to ensure standards are met by own team
* Pursue continuous professional development in order to develop management expertise and professional knowledge
* 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
* To 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 him / her 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****\* 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/>.Eligible applicants will be those who on the closing date for the competition:1. 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. |
| **Post Specific Requirements** | * Experience of implementing and managing complex organisational initiatives involving innovation, change and improvement.
* Experience of working collaboratively with internal and external stakeholders as relevant to the role.
* Experience of planning, large scale processing, financial management and resource management processes including the management of project risks, issues and dependencies.
* Experience of maximising the quality, efficiency and effectiveness of service delivery while motivating and empowering staff as relevant to the role.
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| **Other requirements specific to the post** | * The post holder will be required to demonstrate flexibility as and when required to ensure the delivery of an effective and efficient service.
* Experience of implementing complex change or quality improvement projects involving multiple stakeholders.
* Significant experience of preparation, reporting, analysing and manipulating large volumes of financial data and producing summary reports using MS Excel or similar tools.
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience Relevant to the role*** Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role with a strong emphasis on efficiency, effectiveness and lean processing.
* 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
* The ability to embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring the team knows how to action changes
* Demonstrate commitment to developing own professional knowledge and expertise

**Planning and Managing Resources** * Demonstrate effective leadership in a challenging and busy environment including a track record of innovation/improvements
* 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
* The ability to successfully manage a range of different projects and work activities concurrently, utilising computer technology effectively and assigning work to others as appropriate to meet strict deadlines
* Proven ability in team management with ability to support, supervise, develop and empower staff to achieve results
* 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 ability to evaluate complex information from a variety of sources, and make and communicate effective decisions, recognises when it is appropriate to refer decisions to a higher level of management
* Excellent analytical skills to enable analysis, interpretation of data and data extraction from multiple data sources.
* 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
* The ability to build and maintain relationships with colleagues and other stakeholders and to achieve results through collaborative working
* 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 the capacity to lead, organise and motivate staff to function effectively
* 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
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| **Campaign Specific Selection Process****Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not progressing to the next stage of the selection process. Those successful at the ranking stage of this process, where applied, will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion**  | The HSE is an equal opportunities employer.Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience. The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated. The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long-term health condition. Read more about the HSE’s commitment to [Diversity, Equality and Inclusion](https://www.hse.ie/eng/staff/resources/diversity/diversity.html)  |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).The CPSA is responsible for establishing the principles to be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards to be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.Read the [CPSA Code of Practice](https://www.cpsa.ie/pdf/?file=https://assets.cpsa.ie/media/275828/b88e3648-c663-4293-9471-d2d75bd1d685.pdf).  |
| The reform programme outlined for the health services may impact on this role, and as structures change the Job Specification may be reviewed.This Job Specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. |

**Grade VII Senior Executive Officer**

**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. |
| **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. |
| **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. Some staff have additional responsibilities 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 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)