**General Manager, Workforce Intelligence and Analytics**

**Strategic Workforce Planning and Intelligence, HSE National Human Resources**

**Job Specification and Terms and Conditions**

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| **Job Title, Grade Code** | General Manager, Workforce Intelligence and Analytics  *(Grade code: 0041)* |
| **Remuneration** | The salary scale for the post is:  €84,898, €87,042, €90,438, €93,859, €97,253, €100,656, €105,604 (01/03/25)  Salary Scales are updated periodically and the most up to date versions can be found here: <https://assets.hse.ie/media/documents/MARCH_2025_pay_scales.pdf>  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** | SWPI2502 |
| **Closing Date** | Thursday 26th June 2025 at 12 noon |
| **Proposed Interview Date (s)** | It is expected that interviews will be held week commencing 14th July 2025.  The interviews will be held in person. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | **Strategic Workforce Planning and Intelligence Unit, HSE National Human Resources Division**  There is currently one permanent and whole-time vacancy available on the Workforce Intelligence and Analytics team**.**  The base location for this post will be either **Dr Steevens’ Hospital**, Dublin 8 or **Oak House**, Millennium Park, Naas, Co Kildare – to be agreed with the successful candidate.  A panel may be formed, as a result of this campaign, for General Manager, Workforce Intelligence and Analytics, from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Philippa Ryan Withero, Assistant National Director Human Resources  Strategic Workforce Planning and Intelligence Unit  Email: [philippa.withero@hse.ie](mailto:philippa.withero@hse.ie) |
| **Details of Service** | The **Strategic Workforce Planning and Intelligence Unit** (SWP&I) was established in 2017, following the publication of the National Strategic Framework for Health and Social Care Workforce Planning “Working Together for Health”, DOH 2017. The Unit is tasked with the provision of high-quality data and intelligence to facilitate strategic and organisational workforce planning, in support of the work of the Health Regions.  The Unit sits within the National HR Division and the work of the Unit necessitates it to engage and liaise, both cross-divisionally within the HSE and cross sectorally with various government departments and public bodies, including the Department of Health (DOH), the Department of Children, Equality, Disability, Integration and Youth (DCEDIY), the Department of Public Expenditure and Reform, the Higher Education Authority, the Economic and Social Research Institute and others regarding Government policy on health service employment levels and workforce planning.  The Strategic Workforce Planning and Intelligence Unit comprises five teams as follows:   1. Employment Monitoring and Reporting 2. Workforce Intelligence and Analytics 3. HR Integration 4. Senior Management and Administrative 5. Strategic Workforce Planning   For more information on SWPI please go to <https://www.hse.ie/eng/staff/resources/our-workforce/> |
| **Reporting Relationship** | The post holder will report to the Assistant National Director Human Resources, Strategic Workforce Planning and Intelligence or other designated senior officer. |
| **Key Working Relationships** | The post holder will work closely with other members of the SWP&I team, colleagues in National HR and staff within services. They will also develop working relationships with external organisations such as the Department of Health and others, as required. |
| **Purpose of the Post** | The post holder will support the Strategic Workforce Planning and Intelligence Unit to fulfil its role as outlined in the National Strategic Framework for Health and Social Care Workforce Planning (DoH 2017) [bb9d696ba47945e6b065512356fcb6c3.pdf (assets.gov.ie)](https://assets.gov.ie/10183/bb9d696ba47945e6b065512356fcb6c3.pdf), the HSE Health Services People Strategy 2019 – 2024 [Health Services People Strategy 2019-2024 - Leaders in People Services](https://www.hse.ie/eng/staff/resources/hrstrategiesreports/health-services-people-strategy-2019-2024-final-working-draft1.pdf) and Sláintecare.  The post holder will support the further development of new and existing key business / workforce systems within the Strategic Workforce Planning and Intelligence Unit.  The post holder will provide a high level of technical and analytical expertise to support and complement the Strategic Workforce Planning and Intelligence team.  The post holder will oversee specific Strategic Workforce Planning and Intelligence work programmes, specifically in workforce intelligence and analytics, and will be expected to contribute to the work programmes of other colleagues across the team.  The post holder will lead the team responsible for harvesting people data from multiple systems and amalgamating diverse datasets to a single, accessible location for use by multiple stakeholders. They will be responsible for ensuring data integrity, accessibility and useability.  In addition, the post holder will employ business intelligence tools and foster a culture of continuous improvement in data driven decision making. |
| **Principal Duties and Responsibilities** | The General Manager, Workforce Intelligence and Analytics will:   * Lead programmes for the development of existing and implementation of new business intelligence tools and platforms to support the work of the SWP&I team, in accordance with relevant HSE project methodologies and processes and with relevant key stakeholders * Lead out on the programme of work to enable a fully integrated workforce analytics approach across all current and future data reporting * Develop and implement BI strategies to support the work of the SWP&I leadership team and other relevant internal stakeholders * Identify and lead out on efficiencies in reporting analytics, through the use of technologies, both current and future * Provide expertise and support to internal teams, senior management and external stakeholders * Actively support the team’s work with relevant internal and external stakeholders and organisations to develop relevant reports including visualization of data using existing and new systems and other strategic decision-making tools * Work in collaboration with stakeholders to ensure the timely delivery of accurate and insightful workforce reports and associated analysis * Lead out on the maintenance and continuous review of workforce reports to meet the evolving needs of key stakeholders, both internal and external, reflecting the changing nature of the organisation structures * Lead out and work in collaboration across teams both internal and external, to ensure the maintenance of reports to reflect organisation structure * Prepare briefing papers, workforce intelligence reports and presentations, as relevant to the role * Develop and prepare workforce projections across all service levels, as required * Research emerging technologies, architectures, service models and products to determine their suitability for adoption by National HR * Advise on optimum technologies and methodologies for retrieving and analysing current and historical data * Establish and maintain robust data governance and quality assurance and control practices to uphold the integrity and reliability of organisational data * Respond to FOI, Parliamentary Questions and other information requests on behalf of Strategic Workforce Planning and Intelligence and National HR, as appropriate * Cultivate strong relationships with internal and external stakeholders to understand their data needs, documenting requirements and formulating delivery plans to meet their requirements * Develop, lead and contribute to scenario-based planning to assist with strategic analysis and decision making * Develop and support monitoring of national workforce plans / targets against the current employment levels * Oversee and ensure responses to ad hoc workforce information requests, in a timely manner * Support the Assistant National Director and Chief People Officer in workforce analytics and intelligence reporting   **Human Resources and Supervision of Staff**   * Line manage staff within own remit * Ensure the development of an annual work plan to ensure an even distribution of workload in the team assigned * Supervise team members, enabling them to carry out their responsibilities and ensuring appropriate delegation of responsibility and authority * Review the conduct and completion of assignments of staff in accordance with the operational plan and against expected quality standards * Create and maintain a positive working environment among staff members, supporting and enhancing effective working relationships * Promote co-operation and working in harmony with other teams and disciplines * Manage performance achievement of staff within own remit, dealing with underperformance in a timely and constructive manner, where relevant * Engage in the HSE Performance Achievement process in conjunction with your Line Manager and staff * Identify the training and development needs of staff and agree plans to meet those development needs * Pursue continuous professional development in order to develop expertise and professional knowledge relating to our area of work * Provide cover to staff colleagues during periods of leave or absence * Deputise for senior managers, when required   **Service Delivery and Improvement**   * Lead and contribute to the on-going development and improvement of the SWP&I team * Support Slaintecare reform, leading and implementing agreed changes, as required * Lead out on change and adapt local work practices accordingly by finding practical ways to implement policies, ensuring team leadership, determining the actions required * Lead and support colleagues through change processes * Proactively identify inequities and inefficiencies in service administration and implement solutions to improve service delivery, in line with legislation and benchmarking against best practice * Foster, develop and maintain good working relationships with key stakeholders * Maintain confidentiality and a high level of professionalism at an individual and team level   **Standards, Regulations, Policies, Procedures and Legislation**   * Lead out on and 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 and Safety legislation, Employment legislation, FOI Acts, GDPR * Adequately identity, assess, manage and monitor risk within own 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, as appropriate to the role. Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service   **Other**   * Act as spokesperson for the Organisation as required * Demonstrate pro-active commitment to all communications with internal and external stakeholders   **The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | **Candidates must have at the latest date of application:**  **Hold a qualification at Level 8 or above** on the National Framework of Qualifications, (NFQ) in Business, Human Resources, Data Analytics or closely related area.  AND   1. Depth and breadth of experience at a senior level in managing and delivering major strategies or programmes of work in a complex organisation with multiple stakeholders, as relevant to this role   AND  Depth and breadth of experience of using technical systems including SAP HR, Business Objects, Business Warehouse (or other equivalent software) for both scheduled and unscheduled workforce reporting, as relevant to this role  AND  Depth and breadth of experience of designing workforce reports, datasets, dashboards and reporting tools, as relevant to this role  **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. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge and Experience**  Demonstrates:   * Knowledge and experience relevant to the role as per the duties and responsibilities, eligibility criteria and post specific requirements of the role * Knowledge of the health service, including a good knowledge of current HSE reform programme * In depth knowledge, experience and understanding of healthcare workforce and workforce planning across large organisations * Extensive experience of analysing, designing, and building Business Intelligence solutions in a fast-paced development environment * Knowledge of big data management to produce data visualisation and data access solutions * Extensive experience of programme management at a senior level * A good understanding of the current challenges facing the HSE in relation to data collection and analysis * A good understanding of policies and standards underpinning data processing in a public sector organisation * Knowledge and experience of implementing best practices for ensuring data accuracy, integrity, and security * Expert level and experience of numeracy and the ability to develop, manage, interrogate, interpret and report on complex datasets to inform and direct decision making * Extensive experience of conducting data analysis and evaluation to inform appropriate strategies and deliver improvements * A proven ability to lead out on and manage information that involves co-ordination across a diverse range of stakeholders * Extensive professional writing skills and a track record of producing professional documents to publishable standards   **Leadership and Direction**  Demonstrates:   * Experience of leading successfully in a challenging and complex environment * A commitment to achieving high standards of excellence and a willingness to take personal responsibility to initiate activities and drive objectives through to a conclusion * A positive attitude and experience of implementing change, including the ability to motivate others * A commitment to building and sustaining high levels of service, addressing any service issues as they arise * The ability to seek out new approaches and strive for continuous service / programme improvements * The ability to lead, direct and influence multiple stakeholders and ensure buy-in to plans and their implementation * A capacity to operate successfully in a challenging environment * The ability to set high standards for the team and puts their work and the work of the organisation into meaningful context * Ability to adequately identify, manage and report on risks within area of responsibility * Commitment to ensure quality and efficient customer service is central to their work and the work of their team   **Results Focused with Critical Analysis and Decision Making**  Demonstrates:   * A results-oriented approach, with high levels of motivation and enthusiasm * Ability to manage and deliver results through operational excellence in programme delivery * Ability to rapidly assimilate and analyse complex information, make timely decisions and take ownership of those decisions and their implications * Capacity to anticipate problems and to recognise when to involve other parties at the appropriate time and level * Awareness of the wider implications of decisions on a range of stakeholders * Confidence in introducing and utilising metrics to help inform decision-making * A knowledge of and experience of evidence-based decision making. * The ability to take personal responsibility to initiate activities and drive objectives through to a conclusion * Effective problem-solving capacity in complex work environments   **Working With and Through Others (Influencing to Achieve)**  Demonstrates:   * A track record of building and maintaining key internal and external relationships in furtherance of programme and organisational goals * The ability to influence and negotiate effectively to achieve the objectives of the role * Persuasiveness and the ability to effectively sell the strategy / vision and to inspire confidence * Commitment to working co-operatively with colleagues to drive forward the change agenda * Empathy with others and seeks to understand their challenges * Capability to manage the expectations of multiple stakeholders, often with conflicting priorities * Ability to promote teamwork across the Unit and support team members, as required * Ability to develop and maintain a network of contacts to facilitate problem solving or information sharing   **Communication and Interpersonal Skills**  Demonstrates:   * Excellent interpersonal and communication skills, to facilitate work with a wide range of individuals and groups * The ability to present information clearly, concisely and confidently when speaking and in writing, tailoring to meet the needs of the audience * Ability to build evidence-based arguments to influence others and negotiate commitment * Ability to encourage open and constructive discussions around work issues * Dignity and respect in interactions with others * Diplomacy and tact in dealing with others   **Drive and Commitment**  Demonstrates:   * Self-motivation and shows a desire to continuously perform at a high level * The ability to lead by example, foster the highest standards of ethics and integrity to drive out a customer centric service model * A focus on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role. * An aptitude to cope with competing demands without a diminution in performance * Resilience and the ability to deal with challenging and sometimes difficult situations in a constructive fashion, maintaining composure when dealing with challenging situations |
| **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. | |

**General Manager, Workforce Intelligence and Analytics**

**Strategic Workforce Planning and Intelligence**

**National Human Resources Division**

**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.  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.  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 and 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. |
| **Ethics in Public Office 1995 and 2001** | Positions remunerated at or above the minimum point of the Grade VIII salary scale are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below:  A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive Officer not later than 31st January in the following year.  B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of the HSE and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive Officer.  C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the [Standards Commission’s website](https://www.sipo.ie/). |

1. A template SSSS and guidelines are available on [writing your site or service safety statement](https://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)