

Rannóg AD/CF

Oibríochtaí Gnó

Teicneolaíocht agus Trasfhoirmiú

FSS, Ospidéal Dr. Steevens

Baile Átha Cliath 8, D08 W2A8

HR/ER Department, Business Operations,  
Technology and Transformation

HSE, Dr. Steeven’s Hospital,

Dublin 8, D08 W2A8

**General Manager, ICT Programmes Manager**

**Bainisteoir Ginearálta – Bainisteoir Cláir TFC**

Technology & Transformation

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | General Man General Manager, ICT Programmes Manager, A2I  Bainisteoir Ginearálta – Bainisteoir Cláir, TFC  *(Grade Code: 0041)* |
| **Remuneration** | The Salary scale for the post is: General Manager  €84,898 €87,042 €90,438 €93,859 €97,253 €100,656 €105,604  (01.03.2025)  **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** | T&T**/17/25** |
| **Closing Date** | **Friday 16th May at 12 Noon** |
| **Proposed Interview Date (s)** | **TBC** |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Organisational Area** | Technology & Transformation |
| **Location of Post** | The line manager is open to engagement in respect of flexibility around location subject to reaching agreement on a minimum level of availability to attend meetings in other nationwide locations as appropriate to carry out the functions of the post.  Technology & Transformation currently have a number of offices throughout Ireland and it is expected that the successful candidate will work from one of these locations.   * Dr. Steevens’ Hospital, Dublin   *Ospidéal Dr Steevens’, Baile Átha Cliath*   * Bective Street, Kells, Meath   *Sráid Bheigthí, Ceanannas, Co na Mí*   * Feehily’s Business Centre, Duck Street, Sligo   *Ionad Gnó Uí Fhithcheallaigh, Sráid na Lachan, Sligeach*   * Aras Slainte Chluainin, Manorhamilton, Leitrim   *Aras Slainte Chluainín, Manorhamilton, Leitrim*   * Áras Sláinte, Wilton Road, Cork   *Áras Sláinte, Bóthar Wilton, Corcaigh*   * Dublin Road, Lacken, Kilkenny   *Bóthar Bhaile Átha Cliath, Cill Chainnigh*   * Merlin Park Hospital, Galway   *Ospidéal Pháirc Mheirlinne, Gaillimh*   * 98 Henry Street, Limerick   *98 Sráid Anraí, Luimneach*   * Scott Building Midlands Regional Hospital, Arden Road, Tullamore, Offaly   *Ospidéal Réigiúnach Lár na Tíre, Tulach Mhor, Uíbh Fhailí*   * Southgate Shopping Centre, Colpe Cross, Drogheda, Meath   *Ionad Siopadoireachta Southgate, Crois Cholpa, Droichead Átha, Co. na Mí*   * University Hospital Kerry, Tralee, Kerry   *Ospidéal Ollscoile Ciarraí, Trá Lí, Ciarraí*   * Hale Street, Ardee, Louth   *Shráid Héil, Bhaile Átha Fhirdhia, Có Lú*  A panel may be created for the post from which permanent and specified purpose vacancies of full or part time duration may be filled. |
| **Informal Enquiries** | Campaign Lead: MaryRose McIntyre  Email: recruitment.TechnologyAndTransformation@hse.ie |
| **Details of Service** | Technology & Transformation is the HSE office responsible for the delivery of technology to support healthcare across Ireland. Technology & Transformation embraces all voice, video and data communications technologies and provides one central management point for all purchases of hardware, software, telecommunications, ICT developments and advisory services.  Technology & Transformation is also responsible for implementing the Digital for Care Framework, ensuring that technology supports healthcare efficiently and effectively throughout the whole system. The core of Digital for Care is to bring improved population wellbeing, health service efficiencies and economic opportunity through the use of technology enabled healthcare provision.  [Digital for Care 2030](https://www.ehealthireland.ie/technology-and-transformation-functions/digital-for-care-2030/digital-for-care-2030-overview/) is the Framework under which all digital health solutions for the HSE are co-ordinated, streamlined and implemented.  It provides a strategic and innovative plan to advance key Sláintecare programmes and deliver integrated care that is fully aligned with the Health Regions structure.  These programmes are critical in setting the future policy direction under Digital for Care, for considering opportunities offered by current and emerging technologies, and are fundamental in the delivery of digital health transformation in Ireland.  The ‘Access to Information’ (A2I) team is tasked with ensuring that systems and solutions being introduced within the health system are interoperable and integrate with each other. The function has an enterprise wide view of health solutions so that information can flow easily through the system and can be reused and redirected where appropriate. The team develop, support and manage services which can enable change and improved efficiencies within the Irish health service through the use of connected health solutions.  Components of the national technical infrastructure, platforms and products that A2I have developed and operate include:   * A National Messaging Platform (HealthLink) * Secure clinical messaging (HealthMail) * The Health Identity Management Platform (Health Identity Index, HealthDirectory, Identity APIs and credentials) * Health Services Digital Front Door (Citizen and Patient Facing) * Health Provider Portal (Clinician and Health Organisation Facing) * Appointment Scheduling (Citizen, Patient and Health Care Provider Facing) * A suite of APIs (Application Programming Interfaces) that can be consumed by other technical applications, products and solutions.   A2I is actively leveraging these platforms and products to enable the delivery of numerous significant national programmes including the HSE App and the National Shared Care Record, which are stepping stones towards the ultimate goal of providing all patients and their healthcare providers with access to comprehensive digital healthcare records.  Other national programmes that we are actively working on include Immunisations, eReferrals, Chronic Disease Management, GP Lab eOrdering, ePrescribing and integrating the National Children’s Hospital with other healthcare providers.  We are also responsible for co-ordinating the HSE’s GP Development Roadmap and relationship with the accredited GP Practice Management System vendors.  The A2I team uses Agile methodologies to deliver our platforms and products focussing primarily on cloud based solutions. |
| **Reporting Relationship** | Reports to Director, A2I Programme  Direct reports may include a number of staff at Grade III to Grade IV level including technical specialists. |
| **Purpose of the Post** | To ensure delivery of major ICT enabled change programmes on time, within budget, to a specified level of quality and to ensure that business benefits are delivered in conjunction with the services in which the programme is being implemented.  This includes:   * The coordinated management of very complex ICT projects & programmes with a high degree of risk and complexity to achieve critical organisational objectives * Regularly handling face to face resource, timing, quality and reporting conversations with senior management and peers in order to deliver on the accountability and reporting aspects of the role * Supporting service managers in leading organisational change to drive benefits from ICT investments * Managing and reporting on projects with strong interdependencies with other agencies and organisations.   The role also involves leading and overseeing the strategic development and management of our healthcare platforms, products and services.    This role is pivotal in advancing the HSE Technology and Transformation mission to technically support the HSE to deliver high-quality, secure, resilient digital healthcare services through innovative digital solutions while ensuring effective and efficient use of the resources that are available.    By fulfilling these key objectives, the General Manager will play a vital role in advancing the availability of digital eHealth services for all health and social care users and enabling health service clinicians and organisations to deliver safe, secure and timely access to the information required to treat the patients and health service users in their care.  This is a key role and the successful candidate will be responsible for shaping A2I’s direction and driving its continuous improvement ensuring alignment with organisational goals and the digital health strategy. |
| **Principal Duties and Responsibilities** | * To ensure delivery of major ICT enabled change programmes on time, within budget, to a specified level of quality * To prepare regular, high quality, accurate programme reports in compliance with OCIO standards * To work with the service leads / directors in ensuring that business benefits are achieved from the programmes * To ensure that staff assigned to programmes and projects are provided with sufficient development opportunities during their work on projects * To manage project teams and work with other programme / project managers in resourcing projects * To manage delivery and service levels from outside suppliers and software companies as required * To develop strong business relationships with key service leads in the area for which the person has responsibility * To work with the other ICT units to ensure that ICT programmes are delivered in a cohesive and planned manner * To research and maintain current knowledge of national and international trends in the programme areas for which the person has responsibility – to become an expert in their field * To assist in defining the strategic direction for A2I core platform, products and services such as Healthlink, Healthmail, Health Provider Portal and Integration Services including APIs   **General**   * Have a working knowledge of the 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 * Have a strong working knowledge of the complexities of exchanging information between healthcare applications, security considerations, legal obligations and standards in use * To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service * To act as spokesperson for the Organisation as required * Demonstrate pro-active commitment to all communications with internal and external stakeholders   **Administrative / Management**   * 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 him/her from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | **Applicants must, at the latest date of application, clearly demonstrate, all of the criteria listed below as relevant to the role:**   * Significant experience in leading and managing complex ICT projects or an ICT programme. * Experience of implementing and managing change including a strong delivery record in ICT enabled change programmes including products and services such as Healthlink, Healthmail, Health Provider Portal and Integration Services including APIs*.* * Experience of leading and managing a multidisciplinary team which includes a support function * Extensive experience of working collaboratively with multiple internal and external stakeholders from healthcare backgrounds including those in a clinical setting and appropriate professional representative bodies   Have the requisite knowledge and ability (including a high standard of suitability and management ability) for the proper discharge of the duties 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.  **Age**  Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation Act, 2004). A candidate who is not classified as a new entrant must be under 68 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs |
| **Post specific requirement** | * Access to appropriate transport to fulfil the requirements of the role**.** * Flexibility in relation to working hours to fulfil the requirements of the role. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**  Demonstrate:   * Knowledge and experience of best practice in project and programme management methodologies and techniques, including risk and issue management * Knowledge and experience of infrastructure planning and operations, design, and deployment, as well as system life cycle management, as relevant to the role * Knowledge and experience of implementing and managing change including a strong delivery record in ICT enabled change programmes * Knowledge and experience of budget planning, financial management and resource management processes * Knowledge of public procurement processes in relation to ICT projects and service * Knowledge and understanding of HR policies and procedures * Knowledge of the HSE and broader health service structure * Excellent IT skills to include MS Office Word, Excel, Project, SharePoint and PowerPoint and email * Excellent report writing skills. * An awareness of the HSE’s Digital Health Strategic Implementation Roadmap, Digital for Care 2030 and of Sláintecare * The ability to present information clearly, concisely and confidently when speaking and in writing. * The ability to build and maintain relationships with colleagues and other stakeholders to assist in performing the role     **Leadership & Direction**  *Demonstrates*:   * A track record as an effective leader with a can do attitude who has led, organised and motivated staff in times of rapid change in a challenging environment * Team work skills including the ability to work as part of a multidisciplinary team environment * The ability to interact in a professional manner with other staff, business managers and other key stakeholders * A capacity to operate successfully in a challenging environment * A capacity to balance change with continuity – continuously strives to improve service delivery, to create a work environment that encourages creative thinking and to maintain focus, intensity and persistence, even under increasing complex and demanding conditions * The ability to proactively identify areas for improvement, exploring possible solutions with a strong service and customer centric focus   **Managing and Delivering Results (Operational Excellence)**  *Demonstrates*:   * A proven ability to prioritise, organise and schedule a wide variety of tasks and to manage competing demands and tight deadlines while consistently maintaining high standards and positive working relationships * Strong evidence of excellent planning and implementation of programmes of work * Evidence of effective planning and organising skills including awareness of resource management and importance of value for money * Commitment of a high degree of energy to well directed activities and looks for and seizes opportunities that are beneficial to achieving organisational goals * A capacity to negotiate and then ensure delivery on stretched objectives * The ability to take personal responsibility to initiate activities and drive objectives through to a conclusion * Strong focus on achieving high standards of excellence and measurement of performance * The ability to manage deadlines and effectively handle multiple tasks   **Critical Analysis, Problem Solving & Decision Making**  *Demonstrates*:   * The ability to consider the range of options available, involve others at the appropriate time and level to make balanced and timely decisions * The ability to rapidly assimilate and analyse complex information; considering the impact of decisions before taking action; and anticipating challenges * Effective problem-solving capacity in complex work environments * The ability to think strategically, with strong analytical and judgement skills * The ability to look critically at issues to see how things can be done better   **Working With and Through Others (Influencing to Achieve)**  *Demonstrates*:   * The ability to work independently as well as work with a wider multidisciplinary team in a complex and changing environment * The ability to set team targets and to use influencing and negotiating skills to achieve high standards of service * The ability to listen to contrary views and consider all insights and contributions in the management of service delivery * Effective communication skills including: the ability to present information in a clear and concise manner; the ability to facilitate and manage groups; the ability to give constructive feedback * The ability to work collaboratively, constructively and in an inclusive manner with all key stakeholders * Sets high personal standards and for the team, and puts their work, and the work of the organisation into meaningful context * The capability to manage customer expectations in situations where there is a disconnect between customer needs and the service’s capacity   **Communication & Interpersonal Skills**  *Demonstrates*:   * Excellent interpersonal and communications skills to facilitate work with a wide range of individuals and groups * The ability to present information clearly, concisely and confidently in speaking and in writing * A track record of building and maintaining key internal and external relationships in achieving organisational goals * An ability to influence and negotiate effectively in furthering the objectives of the role * Encourages open and constructive discussions around work issues   **Personal Commitment and Motivation**  *Demonstrates*:   * Is self-motivated and shows a desire to continuously perform at a high level * The ability to deal with challenging / difficult situations in a constructive fashion * A willingness to learn from experience and to identify opportunities to further grow and develop * Be capable of coping with competing demands without a diminution in performance * A patient / service user centred approach to provision of services   A commitment to continuing professional development |
| **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 Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE’s review process is available in the document posted with each vacancy entitled “Code of Practice, Information for Candidates”.  Codes of practice are published by the CPSA and are available on [www.hse.ie/eng/staff/jobs](http://www.hse.ie/eng/staff/jobs) in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on [www.cpsa.ie](http://www.cpsa.ie). |
| The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.  This job description 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, ICT Programmes Manager, A2I**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancies available are 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.  The standard working week applying to the post is 35 hours. |
| **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 recruited between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.  Public servants recruited since 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-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 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 the National Health and Safety Function/H&S web-pages [↑](#footnote-ref-1)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-2)