

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

Dr. Steevens’ Hospital,

Dublin 8, D08 W2A8

**Grade VII – SAP CoE HR & Payroll Lead Helpdesk Analyst**

**SAP Centre of Excellence (CoE)**

**Technology and Transformation**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **Grade VII – SAP CoE HR & Payroll Lead Helpdesk Analyst**Grade Code: 0582 |
| **Remuneration**  | The Salary scale for the post is**: Grade VII** €59,419 €60,870 €62,566 €64,268 €65,976 €67,501 €69,054 €70,566 €72,067 €**74,650** €**77,243** **LSIs (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.**New**  |
| **Campaign Reference** | T&T/33/25 |
| **Closing Date** | 12 noon, Wednesday 16th July 2025 |
| **Proposed Interview Date (s)** | TBC |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | SAP CoE, Technology & Transformation currently have a number of offices throughout Ireland. The specific location of this post will be agreed with the successful candidate at appointment stage. The Head of the SAP Centre of Excellence is open to engagement in respect of flexibility around location subject to reaching agreement on a minimum level of availability for relevant SAP CoE / Technology & Transformation related meetings.The base for induction will be agreed prior to start date.  * Southgate Shopping Centre, Colpe Cross, Drogheda, Meath

*Ionad Siopadoireachta Southgate, Crois Cholpa, Droichead Átha, Co. na Mí** 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** 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: Nicola MohanEmail: 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 and Transformation is also responsible for turning operational delivery model within Technology & Transformation into a reality ensuring that technology supports healthcare efficiently and effectively throughout the whole system. The core of the operational delivery model 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 SAP CoE (Centre of Excellence) is one of the delivery workstreams within the Technology and Transformation unit. SAP CoE provides critical SAP support for the HSE business community by developing, maintaining, and supporting SAP applications for HR, Payroll, Finance, Procurement and Consolidated Financial Intelligence, along with Business Warehouse, Business Intelligence/Reporting and Self-Service Applications.  Core activities within the SAP CoE include:* Analysing business requirements
* Production support
* Recommending SAP system and process solutions
* Configuration and maintenance of core SAP applications
* SAP application quality assurance and testing
* Infrastructure, technical and security support
* End-user support and SAP training
* Programme, project and portfolio management
* Providing SAP KPI's to the HSE SAP user community
* Governance oversight for third-party service providers and integrators
* Providing and Supporting business intelligence through reporting, analytics and data integration service

The SAP CoE adheres to commonly accepted industry standards such as ITIL, PRINCE2, and the Software Engineering Institute’s Capability-Maturity Model for IT delivery organisations. The SAP CoE is currently supporting two major transformation initiatives in the HSE – NiSRP (National Integrated Staff Records & Pay) Programme and IFMS (Integrated Finance Management System).* The NISRP change programme is implementing SAP HR/Payroll via self-service across the HSE and voluntary sector.
* IFMS is implementing SAP S/4 HANA as the HSE’s national finance and procurement system to support standardised best-practice business processes for all HSE health care delivery.

Further information on the SAP Centre of Excellence is available at<https://www.ehealthireland.ie/ehealth-functions/sap-centre-of-excellence/> |
| **Reporting Relationship** | The post holder will report to SAP CoE General Manager in the HR/Payroll Business Support unit, or other nominated manager.**Key Working Relationships**The post holder will have key working relationships with colleagues in the SAP Centre of Excellence and members of project and programme teams including IFMS and NiSRP programmes. |
| **Purpose of the Post**  | **Overview**This position is responsible for managing all activities within the Helpdesk for SAP HR/Payroll systems. This Helpdesk is the single point of contact for all SAP HR/ Payroll system users. The SAP CoE HR & Payroll Lead Helpdesk Analyst will be responsible for the management of the SAP CoE HR/ Payroll Helpdesk team and all helpdesk activities for the SAP HR/ Payroll systems.The **SAP CoE HR & Payroll** **Lead Helpdesk Analyst** will be responsible for overseeing the effective management of all queries logged through the SAP CoE HR/Payroll Helpdesk. This includes ensuring that all calls are appropriately monitored, prioritised, and assigned by the Helpdesk team in line with established procedures and protocols.The role involves managing the delivery of first-level support to end users by both Helpdesk Analyst and Superusers and ensuring that any unresolved issues are escalated to the relevant SAP CoE second-level Functional Support Teams. As a key point of contact for customer relationship management, the SAP CoE HR & Payroll Lead Helpdesk Analyst plays a vital role in ensuring a high standard of service delivery. The position also includes responsibility for tracking and reporting on key performance indicators (KPIs) to support continuous improvement and accountability. |
| **Principal Duties and Responsibilities** | **Principal Duties and Responsibilities:*** Lead responsibility for the day-to-day effective management of responses from the SAP CoE Helpdesk and Super User team to calls logged by the user base.
* Prioritise and manage helpdesk calls, ensuring urgent (Priority 1) issues are escalated promptly to the relevant Functional Manager and 2nd-level support.
* Oversee and ensure timely completion of SAP Master Data change requests.
* Support and mentor Helpdesk Analysts and Super Users, promoting knowledge sharing and skill development.
* Ensure Helpdesk team are kept up to date with HR Circulars and Memos
* Distribute workloads fairly and provide learning opportunities for all team members.
* Manage cross-training across SAP modules (especially HR & Payroll) to build team flexibility and backup capacity.
* Work with the Training Team to identify users needing training or refresher sessions based on helpdesk data.
* Maintain and update FAQs and the helpdesk knowledge base.
* Monitor call resolution times and report KPIs to management.
* Develop and implement helpdesk and Super User procedures.
* Reduce the number of aged/open calls through active follow-up.
* Identify and implement improvements to the call logging system.
* Establish and monitor quality control standards.
* Maintain operations calendars to ensure adequate coverage during critical periods.
* Communicate effectively with both internal SAP CoE teams and business users.
* Provide trend analysis on frequently logged calls, common types of calls or users who log high levels of calls to SAP CoE SMT.
* Develop enhancements to Weblog (call logging system) to ensure a better user experience for both the user base and SAP CoE Internal team members.
* Responsible for ensuring that Weblog Training materials, video tutorials, quick guides, FAQ’s etc. are kept up to date.

**Human Resources/Supervision of Staff*** Supervise team members and support them in fulfilling their roles.
* Monitor and review task completion and quality of work.
* Foster a positive and collaborative team environment.
* Manage staff performance and address underperformance constructively.
* Identify training needs and create development plans.
* Hold regular team meetings to share updates and key initiatives.
* Ensure workloads are manageable and fairly distributed.

**Change Management*** Lead and support change initiatives.
* Identify inefficiencies and implement improvements aligned with best practices and legislation.
* Help the team adapt to new policies and procedures.
* Support staff through change with clear communication and guidance

**Customer Service*** Promote a respectful, user-focused service culture.
* Gather and use feedback from users to improve service delivery

**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 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 the team.
* Maintain own knowledge of relevant regulations and legislation e.g. HSE Financial Regulations, Health & Safety legislation, Employment legislation, FOI Acts etc.
* 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.
* 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 them from time to time and to contribute to the development of the post while in office.**  |
| **Eligibility Criteria****Qualifications and/ or experience** | **This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies\*, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement -161867**\*A list of ‘other statutory health agencies’ can be found [[here](http://health.gov.ie/about-us/agencies-health-bodies/).](http://health.gov.ie/about-us/agencies-health-bodies/) 1. **Professional Qualifications, Experience, etc.:**

(a) Eligible applicants will be those who on the closing date for the competition: 1. Have satisfactory experience as a 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.

**Or**1. Have obtained a pass (Grade D) in at least five subjects from the approved list of subjects in the Department of Education Leaving Certificate Examination, including Mathematics and English or Irish1 . Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.

**Or**1. Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction

**Or**1. Hold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI).

 **and**(b) 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.**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.*Note1: Candidates must achieve a pass in Ordinary or Higher-level papers. A pass in a foundation level paper is not acceptable. Candidates must have achieved these grades on the Leaving Certificate Established programme or the Leaving Certificate Vocational programme. The Leaving Certification Applied Programme does not fulfil the eligibility.* |
| **Post Specific Requirements** | **Applicants must, at the latest date of application, clearly demonstrate, all of the criteria listed below as relevant to the role:*** Significant user experience in a SAP HR & Payroll system support role.
* Significant understanding of the SAP HR & Payroll system modules functionality and integration between each module
* Sufficient experience of working in a role that has involved customer/service user interaction
* Experience of managing and working collaboratively with multiple stakeholders as relevant to the role.
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| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role**.**
* Flexibility in working hours to meet the needs of the service
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience*****Demonstrates:**** Excellent knowledge of the SAP HR & Payroll system and integration between SAP modules.
* Good knowledge and understanding of customer relationship management (CRM) tools.
* Good knowledge and understanding of business processes and SAP procedures.
* Excellent MS Office skills to include, Word, Excel, PowerPoint, /MS Teams.
* Knowledge of the health service and how it works.
* Knowledge and experience of using an email system effectively e.g. Outlook.
* Knowledge and experience of using web applications e.g. Google Chrome.

**Communications & Interpersonal Skills*****Demonstrates:**** Effective communication and interpersonal skills including the ability to present information in a clear and concise manner.
* Strong written communication skills.
* The ability to build and maintain relationships with a variety of stakeholders.

**Planning & Managing Resources*****Demonstrates:**** Planning and organisational skills including using computer technology effectively.
* The ability to manage deadlines and effectively handle multiple tasks.
* The ability to manage within allocated resources and a willingness to respond to changes in a plan.

**Evaluating Information, Problem Solving & Decision Making** ***Demonstrates:**** The ability to analyse and interpret information, develop solutions and contribute to decisions quickly and accurately as appropriate.
* Initiative in the resolution of complex issues.
* The ability to recognise when it is appropriate to refer decisions to a higher level of management.
* A capacity to develop new proposals and recommend decisions on a proactive basis
* Flexibility, problem solving and initiative skills including the willingness to be involved in new change initiatives.

**Team Working*****Demonstrates:**** The ability to work both independently and as part of a team.
* The capacity for responsibility and initiative.
* Motivation and an innovative approach to the job within a changing working environment.

**Commitment to a Quality Service*****Demonstrates:**** Awareness and appreciation of the service user.
* A commitment to promoting and maintaining high work standards.
* A commitment to providing a professional service to internal and external stakeholders.
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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 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. |
| **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 reviewedThis 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. |



**Grade VII – SAP CoE HR & Payroll Lead Helpdesk Analyst**

**SAP Centre of Excellence (CoE)**

**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 job offer 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 Protection** | 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.For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/) |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and 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**.  |

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)