

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

**Grade VI– SAP CoE Trainer Finance and Procurement**

**SAP Centre of Excellence (SAP CoE)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade VI –SAP CoE Trainer Finance and Procurement  *(Grade Code 0574)* |
| **Remuneration** | The Salary scale for the post is Grade VI  €57,325, €58,691, €60,359, €63,491, €65,363, €67,695, €70,034 LSIs (01.08.2025)  **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&/68/25 |
| **Closing Date** | Wednesday 3rd November 2025, 12 noon |
| **Proposed Interview Date (s)** | Proposed interview dates will be indicated at a later stage. Please note you may be called forward for interview at short notice. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Organisational Area** | SAP CoE, Technology & Transformation |
| **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*  There is currently 1 vacancy available for this post.  A panel may be formed as a result of this campaign for Grade VI – SAP CoE Trainer Finance and Procurement, within Technology & Transformation from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Campaign Lead: Naomi Wright  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 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) 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   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 the SAP CoE Training Manager. |
| **Purpose of the Post** | To provide training on the full range of SAP Finance and Procurement modules relevant to IFMS.  The post holder will assist with the co-ordination of plans and activities for Training and liaise with other project streams as appropriate.  The Grade VI, SAP CoE Trainer will assist with the creation of training materials, co-ordination of plans and activities for training, delivery of classes to business areas and system users on all SAP Finance and Procurement modules.  The Grade VI, SAP CoE Trainer will also assist with the maintenance of the training website and other online training deliver tools with information and knowledge transfer received from the Business Analysts on system configuration changes, new developments, processes and procedures. This will include analysis of issues, logging of issues, change requests and escalation of relevant issues through the agreed processes.  The Grade VI, SAP CoE Trainer will assist with development and delivery of automated training content for online training delivery through HSELand and other online platforms. |
| **Principal Duties and Responsibilities** | The position of Grade VI – SAP CoE Trainer encompasses the following:   * Create, under supervision, training materials, role-based curriculum, user guides, quick tips, FAQs on system changes, reports and processes. * Provide training as required on SAP Finance and Procurement modules and processes to SAP Finance and procurement system users; both face-to-face training or on-line via Skype/MS Teams or similar products (Blended Learning). This includes pre and post go-live training as appropriate. * Work collaboratively with the SAP Training Lead and SAP CoE Support Teams, IFMS Project Team, External Systems Integrator (SI) IFMS Deployment Change Leads and Help Desk in identifying training needs and solutions. * Creating/update and deploy documentation on Training Learning Management System (Moodle) and eLearning Products such as SAP Enable Now (SEN) including simulations & any other deemed e Learning platforms (not limited) * Work with IFMS project leads in acquiring knowledge transfer on new system developments and changes arising from design changes or system updates. * Management of CRM queue of training related tickets * Empower existing IFMS user base with appropriate training & facilitate future rollouts of IFMS with complementary training * Provide support to the SAP CoE Training Lead as required * To deputise for line manager as required * Other tasks as deemed appropriate by the SAP CoE Training Lead.   **Administration**   * Ensure the efficient administration of area of responsibility * Appropriately delegate responsibility and authority * Ensure deadlines are met and that service levels are maintained * Implement service plan and business plan objectives within own area. * Ensure all general and financial records are readily available * Make appropriate use of technology to advance the quality and efficiency of service provision * 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 * Maintain relationships with key stakeholders. * Promote co-operation and working in harmony with other teams and disciplines * Solve problems and make decisions in a timely manner. * Ensure decisions are in line with local and national agreements * Provide administrative support for meetings and attend as required. * Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.   **Customer Service**   * Promote and maintain a customer focused environment by ensuring service-users are treated with dignity and respect.   **Service Delivery and Service Improvement**   * Identify opportunities for improvement and implement. * Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring team knows how to action changes * Encourage and support staff through change process   **Standards, Policies, Procedures & Legislation**   * Contribute to the development of policies and procedures for own area * 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 * Maintain own knowledge of relevant regulations and legislation e.g. Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts etc. * Maintain a broad knowledge of policies and procedures of the organisation * 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 Description 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** | 1. **Eligible applicants will be those who on the closing date for the competition:**   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**  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**  Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.  **Or**  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).  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 criteria.  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.  *\* A list of ‘other statutory health agencies’ can be found* [*here*](http://health.gov.ie/about-us/agencies-health-bodies/)*.* |
| **Post Specific Requirements** | * Experience in delivery of training to a diverse customer base. * Experience of developing training materials to a high standard. * Knowledge of SAP Finance and/or Procurement systems |
| **Other requirements specific to the post** | * A flexible approach to working hours is required in order to ensure deadlines are met. * Access to appropriate transport to fulfil the requirements of the role |
| **Additional eligibility requirements** | **Citizenship Requirements**  Eligible candidates must be:   1. EEA, Swiss, or British citizens   **OR**   1. Non-European Economic Area citizens with permission to reside and work in the State   Read Appendix 2 of the Additional Campaign Information for further information on accepted Stamps for Non-EEA citizens resident in the State, including those with refugee status.  To qualify candidates must be eligible by the closing date of the campaign. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**  *Demonstrates:*   * 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 SAP Finance and/or Procurement system modules functionality. * Maximise 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. * Demonstrate commitment to developing own professional knowledge and expertise. * An awareness of the HSE’s Digital Health Strategic Implementation Roadmap, Digital for Care 2030 and of Sláintecare   **Planning & Managing Resources**  *Demonstrates:*   * Strong planning and organising skills including, structuring and organising own work load and that of others effectively. * The ability to use computer technology effectively for the management and delivery of results. * The ability to take responsibility and be accountable for the delivery of agreed objectives. * A logical and pragmatic approach to workload, delivering the best possible results with the resources available.   **Evaluating Information, Problem Solving & Decision Making**  *Demonstrates:*   * The ability to gather and analyse information from relevant sources, weighing up a range of critical factors to develop solutions and make decisions as appropriate. * Ability to make sound decisions with a well-reasoned rationale and to stand by these. * Initiative in the resolution of complex issues. * A capacity to develop new proposals and put forward solutions to address problems.   **Team Working**  *Demonstrates:*   * The ability to lead the team by example, coaching and supporting individuals as required. * The ability to work with the team to facilitate high performance, developing clear and realistic objectives. * The ability to address performance issues as they arise. * Flexibility and willingness to adapt, positively contributing to the implementation of change.   **Communications & Interpersonal Skills**  *Demonstrates:*   * Excellent communication and interpersonal skills in order to deal effectively with a wide range of stakeholders. * 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.   **Commitment to a Quality Service**  *Demonstrates:*   * Evidence of incorporating the needs of the service user into service delivery. * Evidence of proactively identifying areas for improvement and the development of practical solutions for their implementation. * Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers. * Commitment to developing own knowledge and expertise. |
| **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 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. | |

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**Grade VI– SAP CoE Trainer Finance and Procurement**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancy 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 Appointment) Act 2004. |
| **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 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.  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, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/>

   2 See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)