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| **Job Specification; Sample Content****Grade VII (0582)** |
| **The following template provides sample content for the above role.** **Please refer to the latest National Job Specification Template on the HSE Job Specification Repository to create your full and final version.** |
| **Principal Duties and Responsibilities** | ***For Example:*** *The position of Grade VII encompasses both managerial and administrative responsibilities:***Administration*** Contribute to the development of service plans for own area of responsibility and implement service plan objectives within own area.
* Ensure the efficient management and administration of area of responsibility.
* Execute assignments in accordance with agreed plans, budgets and deadlines.
* Ensure deadlines are met and that service levels are maintained.
* Prepare regular reports on the progress of work against the operational plan.
* Provide accurate information to management in a timely manner, ensuring that administrative and financial records are readily available.
* Inform management of ideas / solutions to maximise effective use of resources / improve service delivery.
* Advise, promote and participate in the implementation of innovations in service delivery.
* Participate in and lead project working groups, represent the HSE on committees as required.
* Build and maintain relationships with key stakeholders to gather support for new initiatives.
* Make decisions and solve problems in a timely manner and inform others of decisions that have implications for them, making sure team knows how to action them.
* Gather information from a variety of sources to ensure decisions are in line local and national agreements.
* Ensure regular two-way communication happens between line management and senior management.
* Provide administrative support for meetings and attend as required.
* Maximise the use of technology to advance the quality and efficiency of service provision.

**Customer Service*** Promote and maintain a customer focused environment by ensuring service users are treated with dignity and respect.
* Seek feedback from service users / customers to evaluate service and implement change.

**Human Resources / Supervision of Staff*** Supervise and enable other team members to carry out their responsibilities, ensuring appropriate delegation of responsibility and authority.
* Review the conduct and completion of assignments of staff in accordance with the operational plan and expected quality standards.
* Keep in touch with workloads of staff members to gauge levels of wellbeing and morale in the team.
* Manage the performance of staff, dealing with underperformance in a timely and constructive manner.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.
* Conduct regular staff meetings to keep staff informed and to hear views.
* Create and promote a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships with other teams and disciplines.
* Solve problems and ensure decisions are in line with local and national agreements
* Identify and agree training and development needs of team and design plan to meet needs.
* Pursue and promote continuous professional development in order to develop leadership and management expertise and professional knowledge.

**Service Delivery and Service Improvement*** Promote and participate in the implementation and management of change.
* Proactively identify inequities / inefficiencies in service administration and implement solutions to improve service delivery, in line with legislation and benchmarking against best practice structures.
* Maintain a good understanding of internal and external factors that can affect service delivery including awareness of local and national issues that impact on own area of work.
* 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 processes.

**Standards, Regulations, Policies, Procedures & Legislation*** 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 & Safety legislation, Employment legislation, FOI Acts, GDPR.
* Adequately identifies, assesses, manages and monitors risk within their 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.
* 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** | **If the** [**Eligibility Criteria**](https://www.hse.ie/eng/staff/jobs/eligibility-criteria/) **are not listed on the HSE website then Eligibility Criteria will need to be developed, proposed to and approved by National HR.****Please refer to the recruitment standards** [**before you recruit / eligibility criteria**](https://www.hse.ie/eng/staff/resources/recruitment-standards/before-you-recruit/eligibility-criteria.html) **webpage for further guidance and advice.** **The following Eligibility Criteria is a sample of what has been advertised previously and may might help you to gain the necessary approvals for your own recruitment:****For Example:** ***Delete as appropriate*:** **This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies\*, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement -161867*****\* A list of ‘other statutory health agencies’ can be found:***<https://www.gov.ie/en/organisation-information/9c9c03-bodies-under-the-aegis-of-the-department-of-health/?referrer=http://www.health.gov.ie/about-us/agencies-health-bodies/>.Eligible applicants will be those who on the closing date for the competition:1. Have satisfactory experience in an office under the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 at a level not lower than that of Grade IV (or equivalent)

**and**Have not less than two years satisfactory experience either in that office or in an office at a level not lower than that of Clerical Officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004**and**1. Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.

**Health**A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. **Character**Each candidate for and any person holding the office must be of good character. |
| **Skills, competencies and/or knowledge** | ***For Example:*** **Professional Knowledge & Experience***For example:** Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role.
* Maximises the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc.
* Demonstrate the ability to work in line with relevant policies and procedures.
* Demonstrate commitment to developing own professional knowledge and expertise.

**Planning and Managing Resources** *For example:** Demonstrate the ability to effectively plan and manage resources, effectively handle multiple projects concurrently, structuring and organising own workload and that of others effectively.
* Demonstrate responsibility and accountability for the timely delivery of agreed objectives.
* Challenges processes to improve efficiencies where appropriate, is committed to attaining value for money.

**Commitment to a Quality Service***For example:** Demonstrates evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user.
* Ensure attention to detail and a consistent adherence to procedures and standards within area of responsibility.
* Embraces and promotes the change agenda, supporting others through change.
* Demonstrate flexibility and initiative during challenging times and an ability to persevere despite setbacks.

**Evaluating Information, Problem Solving & Decision Making** *For example:** Demonstrate numeracy skills, an ability to analyse and evaluate information, considering a range of critical and complex factors in making effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management.
* Demonstrate initiative in the resolution of complex issues / problem solving and proactively develop new proposals and recommend solutions.
* Ability to confidently explain the rationale behind decisions when faced with opposition.

**Team Working***For example:** The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment.
* Demonstrate an ability to work as part of the team in establishing a shared sense of purpose and unity across a number of teams delivering on different projects.
* Demonstrate leadership; creating team spirit; leading by example, coaching and supporting individuals to facilitate high performance and staff development.
* Demonstrate a commitment to promoting a culture of involvement and consultation within the team, welcoming contributions from others.

**Communications & Interpersonal Skills***For example:** Demonstrates excellent communication and interpersonal skills including the ability to present complex information in a clear, concise and confident manner (written & verbal). Strong presentation skills.
* Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders, working collaboratively within a multi stakeholder environment.
* Demonstrate commitment to regular two-way communication across functions and levels, ensuring that messages are clearly understood.
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