



ST. MICHAEL'S HOUSE

INFORMATION BOOKLET FOR APPLICANTS FOR THE
POSITION OF:

Director of Human Resources

St. Michael's House is committed
to a policy of equal opportunity

1. Advert:

VACANCY

St. Michael's House Director of Human Resources

St. Michael's House is recruiting a Director of Human Resources (Director of HR), to join its executive management team to lead the HR function in delivering a professional and responsive service across the organisation. This is an exciting opportunity to join St. Michael's House and work in a challenging environment, steering its strategic development and implementing its progressive vision for individualised, rights-based, integrated service delivery in the community.

- To lead HR in delivering value added, customer focused, effective, and efficient strategic and operational HR services, developing and implementing policies processes, procedures, and management information to support the goals, values, and objectives of St. Michael's House.
- To lead the development and implementation of effective governance, structure, systems, policies, and practices to acquire, develop, manage, engage, and motivate employees.

The successful candidate will be part of a dynamic management team of the largest health, social care, education, and training service for people with an intellectual disability in Dublin. The post will require exceptional strategic vision and outstanding leadership and management abilities.

Successful applicants will have a proven record of success at senior HR level and must demonstrate that he/she has delivered significant HR and organisation development strategies, achieved major organisational change, and has led innovative initiatives within a complex and diverse organisation. The post is offered on a full-time, permanent basis.

St. Michael's House is an Equal Opportunities Employer

St. Michael's House Profile:

St. Michael's House (SMH) is a leading organisation in the field of intellectual disability in Ireland and has a turnover of €155M; a staff complement of over 2,000 employees and delivers services to over 2000 children and adults, their families, and carers in over 180 locations across the greater Dublin area.

St. Michael's House has a research partnership with UCD and runs QQI accredited programmes of education up to and including Honours Degree Level through its Open Training College.

St. Michael's House provides the following comprehensive suite of services:

- **Children:** 4 Children's National Network Teams (CDNT's). Early Services, Pre-school, Mainstream National Schools, Special Schools, Specialised Special Schools i.e., Autism and Physical Disability, Mental Health, and Medical Services.
- **Adult:** Day Services, Local Centres, Vocational Centres, Training Centres, Supported Employment, Individualised Services, Services for the Older Persons, Mental Health, and Medical Services.
- **Respite:** Formal Respite Services, Link, Community Respite, In-Home Support, Host Families, Fostering Services, and Individualised Respite.
- **Residential:** Community Houses, High Dependency Nursing Houses, Alzheimer's Centre, Independent Living, Challenging Behaviour, Individualised Residential Services.
- **Ancillary Services:** Leisure Centre and Recreational Programme.
- **Clinical Services:** Psychiatry, Medical, Psychology, Social Work, Physiotherapy, Occupational Therapy, Speech and Language Therapy, Dietician, and Infection Control.
- **Through the Open Training College,** the provision of a range of Accredited Programmes for staff up to Honours Third Level Programmes.
- **Research Programmes** in Partnership with UCD.
- **Corporate/Administration Services:** Human Resources, Finance, IT, Training and Development, Health and Safety, Fundraising, Transport, Maintenance Technical Services and Property Development, Safeguarding and HIQA communications.

St. Michael's House is committed to offering services and supports that:

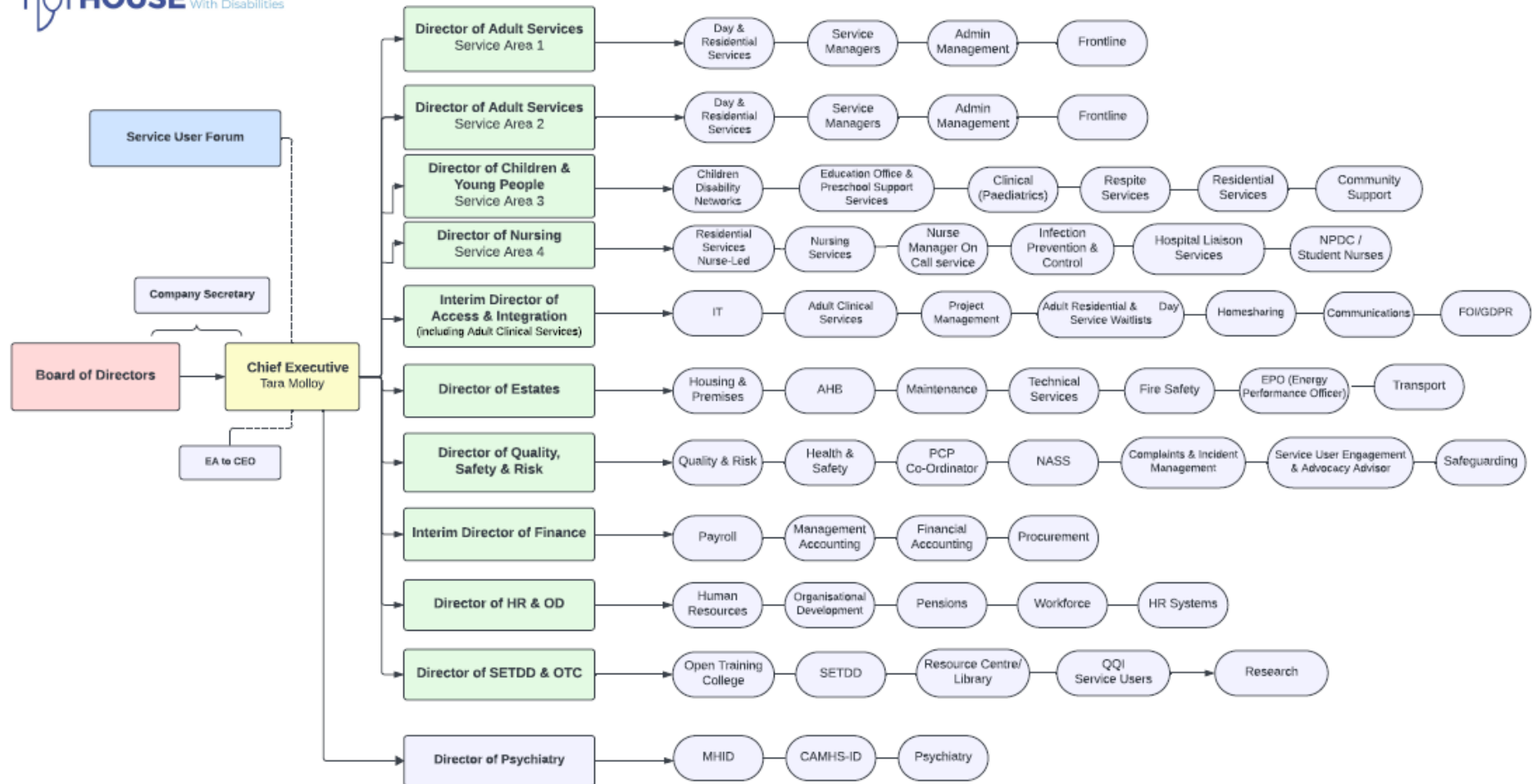
- Reflect the individual needs and choices of service users.
- Support individuals to develop meaningful relationships, to make a valued contribution and become active members of their community.
- Empower people to make choices about where they work, live, and socialise.
- Advocate for the improvement and development of services.
- Are cost-effective and accountable to service users, families, and funding authorities

Boards of St Michael's House:

- St. Michael's House Group.
- St. Michael's House Service Board.
- St. Michael's House Properties.
- St. Michael's House Leisure Complex.
- St Michael's House Fundraising Foundation

Reports to CEO:

- Director of Finance.
- Director of Human Resources.
- Director of Quality, Safety and Service Improvement.
- Director of Access & Integration and ACS
- Director of Properties and Estates.
- Director of Psychiatry.
- Director of Adult Services x 2.
- Director Adult Clinical Services.
- Director of Children and Young Persons Services.
- Director of Open Training Collage.
- Director of Nursing.



Job Description and Person Specification:

Reports to:	Chief Executive Officer
Supervises:	Human Resources Team
Tenure:	Full- Time Permanent Contract
Probation:	A probationary period of six months will apply.
Remuneration:	HSE Grade General Manager €87,471 to €108,804 (June 2026) If no prior public sector experience, then successful candidate will enter at Point 1 of the salary scale.
Location:	Head Office, Ballymun Road, Dublin 9. Eligible to apply for hybrid/blended working after probation.
Working Week:	35 hours per week with some level of flexibility. There will be times when you will be required to work outside of the normal office hours.
Annual Leave:	30 days
Notice Period:	3 months
Training:	St. Michael's House is committed to continuing education and lifelong learning, which enables staff to improve their performance and professional competence. In this regard, St. Michael's House encourages and supports staff to seek opportunities for their own development. St. Michael's House-Training Guidelines sets out the range of supports available for staff undertaking further education.
Character:	Candidates for any position holding the office must be of good character.
Health:	Any candidate for, and any person holding the office must be fully competent and capable of understanding 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.

These particulars are subject to change in line with overall public pay policy.

Purpose of the Job:

- To lead HR in delivering value added, customer focused, effective, and efficient strategic and operational HR services, developing and implementing policies, processes, procedures, and management information to support the goals, values, and objectives of St. Michael's House.
- To lead the development and implementation of effective governance, structure, systems, policies, and practices in order to acquire, develop, manage, engage, motivate, and retain employees.

Principal Duties and Responsibilities:

Key Accountabilities:

- To participate in the executive roster to deputise as required for the Chief Executive Officer.
- To lead workforce planning for St. Michael's House to ensure a systematic and proactive process is in place, which aligns strategic planning, resources, and budgeting to meet organisational goals.
- To lead on best practice talent management and contracting processes and procedures, and to hold accountability for compliance with employee legislation and HSE Circulars pertaining to HR practice in the sector.
- To take a corporate view of St. Michael's House Human Resource Policies and operations, ensuring that they contribute effectively to the delivery of the organisation's business needs.
- To consider organisation development implications and advise in the development of plans required to deliver in the change in culture, capability, leadership, and processes across St. Michael's House.
- To lead on the implementation of Performance Achievement to ensure a consistent approach to managing people, and to ensure the policy and procedures reflect the values and culture of St. Michael's House.
- To develop employee relations policies and practices that are respectful and conducted in a constructive and professional manner.

Workforce Planning:

- Chair the Workforce Planning and Organisation Development Committee as required and work closely with Senior Managers to develop and maintain a forward - looking workforce planning function that ensures an adequate and timely supply of employees with the right skills, attributes, and motivation to meet the current and forecasted future needs of St. Michael's House.

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- Develop a funded workforce plan in line with service needs and the strategic plan to ensure that staffing levels are in accordance with approved staffing complements and budgets.
 - Continue to monitor agency protocol and to achieve reductions in agency costs and elimination of these costs over the lifetime of the strategic plan.
 - Participate in the implementation of HRIS, system up to and including 'staff clock-to-pay'. Lead the management of the HRIS system once the project phase, and initial implementation, is complete.

Talent Management:

- Develop a talent management strategy to attract, develop, manage, and evaluate the high performing employees.
- Lead on best practice recruitment, selection and contracting processes and procedures that ensures ongoing access to a highly capable and motivated workforce. Hold accountability for compliance with employee legislation and HSE Circulars to ensure that terms and conditions of employment meet all relevant employment legislation and are in line with the St. Michael's House Policies.
- Promote greater utilisation of technology in targeting potential employees and create greater awareness of the St. Michael's House brand, culture, and values in attracting new employees.
- Review competency-based models in line with organisation change and to review competency templates for various grades, in particular management grades.
- Advise on the development of new working and contractual relationships that maximise the flexible deployment of human resources to meet individual service user needs.
- Review all planned and actual vacancies and consider the suitability of each post required prior to recruitment.
- Review Relief Panel processes and develop closer alignment with the model of service delivery.

Development of Capability, Leadership and Talent:

- Lead the development and implementation of appropriate performance management and development systems, and supporting policies and procedures, that support the operational requirements.
- Ensure that there is a systematic process in place for talent development and succession planning, so that the capability levels are deepened and there is cover for essential roles.
- Develop and implement a mobility policy to build employee capability development and growth.
- Ensure that senior managers and professionals have access to appropriate coaching and mentoring as appropriate.

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- Provide an advisory and facilitation input into programmes that develop and support employment opportunities for service users.

Development of Human Resource Management Policies, Procedures and Practices:

- Ensure that there is a full range of appropriate HRM policies and procedures in place to meet the needs of St. Michael's House and that these are in accordance with HSE instruction to Section 38 agencies, legal requirements, and good practice.
- Conduct regular reviews and evaluations of HRM policies and procedures to ensure that they are implemented in a consistent manner across the services, and that they are revised and updated in a timely fashion.
- Ensure that HRM policies and practices support a culture, where dignity at work, diversity and equality are strongly promoted.
- Promote effective attendance management by ensuring that there is a robust attendance management policy in place that is correctly implemented, by informing on the overall levels of absenteeism and by supporting managers in their efforts to maintain positive attendance.
- Promote staff health, wellbeing and resilience and establish structures and policies to ensure that the employment experience of staff supports their safety, health, welfare, and well-being. Work in conjunction with Strategic Health and Safety Committee on this key area.
- Engage with, and collaborate with, senior HR colleagues in the voluntary sector and the HSE to constructively influence the development of HR practice in the sector.

Organisational Development and Change Management:

- Consider organisation development implications and advise in the development of plans required to deliver in the change in culture, leadership, and processes across St. Michael's House.
- Have oversight and review of skills mix and succession planning for future leadership, reviewing of job descriptions, roles, and requisite competencies.
- Collaboratively develop service models to meet the changing needs of individual service users and to match these models with a workforce that acknowledges high degrees of flexibility, adaptability, and a positive approach with new models of working.
- Provide strategic direction and proactive leadership in the ongoing management of change and the development of new ways of working within the services, in particular Progressing Disabilities.
- Develop initiatives to constructively engage staff and unions in the ongoing and long-term change process. Work constructively to support employee buy-in, participation and ongoing commitment.

Promote and ensure positive employee relations:

- Lead in the development and fostering of a positive employee relations climate by providing professional support, guidance, and advice to line managers on people management practices that foster employee engagement, and the effective implementation of HR policies and procedures.
- Promote effective internal communication systems and processes that enable open and two-way communication and consultation with staff.
- Provide guidance, advice, and assistance to managers in the handling of employee relations issues and the resolution of disputes.
- Develop and maintain a constructive working relationship with Trade Unions and representative associations and lead engagement with third party industrial relations forums.
- Implement the performance achievement HSE model across the organisation.

Ensure the development and delivery of effective HR administrative support:

- Ensure the maintenance of appropriate records and provide statistical information as required.
- Ensure regular audits regarding the activities of the HR function and initiate changes and improvements designed to strengthen controls and systems.
- Ensure the development, maintenance and effective operation of the Human Resources and other management information systems to support HR requirements and operational effectiveness.
- Ensure that the Occupational Health Service is strongly committed to supporting employee wellbeing and protecting employees from factors adverse to health, through reducing risks and promoting safe work practices.
- Manage the Employee Assistance process and source effective third-party support in this area.

HR Digital Transformation

- Identify opportunities to redesign and automate manual, paper-based and repetitive HR processes across the entire employee lifecycle, reducing administrative burden, improving accuracy, increasing compliance and enabling HR teams to focus on higher-value strategic activities. Systems used Softworks and Jotform Enterprise.
- Develop business cases for digital transformation initiatives, including cost-benefit analysis, resource requirements, implementation plans, risk assessments and anticipated return on investment, ensuring value for money and sustainable outcomes.
- Work collaboratively with senior leaders, ICT, Finance, Operational Managers and external technology partners to ensure HR digital initiatives integrate effectively with wider organisational systems, infrastructure and transformation programmes.

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- Ensure all digital transformation initiatives are designed with the employee and manager experience at their core, promoting intuitive, accessible and user-friendly digital services that increase adoption and satisfaction.
 - Develop and maintain governance arrangements for HR digital programmes, ensuring appropriate oversight of project delivery, change management, risk management, cybersecurity, data quality and regulatory compliance.

Person Specification

Qualifications:

Essential:

- Degree in HR or other related discipline.

Experience:

Essential:

- A minimum of 4 years' experience at Senior HR Management level with significant responsibility in a large complex environment.
- Management of a HR Team.

Desirable:

- HR experience in a Public Sector organisation.
- Post Graduate qualification in HR or other related discipline

Knowledge and Experience:

- Sector strategic issues and trends.
- Understanding of Public Sector environment.
- Governance and Standards – Section 38 requirements, Legal, Regulatory, Statutory and Governance Management Procedures, systems, and processes.
- Resource Management.
- Knowledge of Organisation Structure, Systems Roles, Processes.
- Large Workforce Change Management.
- Service Planning and Development.
- Sector structures, representational systems, and key stakeholders.

Key Competencies:

1. Vision, Strategy and Leadership:

- Understands the organisational strategy and how HR contributes to its achievement.
- Has a clear vision of how HR will add real value.
- Shows strong personal initiative and leadership in making positive things happen.
- Manages process to ensure an appropriate funded workforce throughout the organisation.

2. Organising the delivery of HR services, managing, and developing HR staff performance:

- Develops clear HR plan with objectives and priorities.
- Performance manages and develops staff in department.

3. Shows judgement and perspective in coaching and advising management:

- Analyses complex issues well.
- Provides trusted advice to senior managers.
- Shows good judgement and tactics when dealing with sensitive or challenging personal issues.

4. Management of change, negotiation and influencing:

- Knows how to manage change.
- Anticipates the people management implications of policy changes and influences positively in this regard.
- Negotiates change effectively in collaboration with stakeholders.
- Develop initiatives to constructively engage staff and unions in the ongoing and long-term change process.

5. Relationships, collaboration, and conflict:

- Builds positive reciprocal relationships.
- Provides support to others.
- Is diplomatic but assertive in dealing with conflict.

6. Resilience and Achievement:

- Maintains a consistent high standard of work when working under exceptional or sustained demands/pressures.
- Has a clear appreciation of own support and development needs and how these can be met.
- Is composed, resourceful and decisive in a crisis.

7. Communication:

- This is assessed across the whole interview

THE SELECTION PROCESS

How to Apply:

ALL of the below must be received before the application is deemed complete.

- A comprehensive CV, detailing education, skills, career history, experience.
- A cover letter outlining why you wish to be considered for the post and where you believe your skills, experience and values meet the requirements of the position of Director of Human Resources in St. Michael's House.

Closing Date: 12.00pm, Friday 28th August 2026

Selection Process:

The Selection Process will include:

- Short listing of candidates, based on the information contained in their application and assessment of level of experience and competencies detailed in respect of the role.
- Competency based interview (in person).
- A presentation on a related topic may form the basis of a second stage interview process (in person).

Interview Dates:

The first round of interviews will be scheduled to take place on **4th September 2026**. The onus is on all applicants that are short listed for interview to ensure they are available for interview.

Second-round interviews will be scheduled on 10th September 2026

Please Note:

St. Michael's House endeavours to give as much notice as possible for interview dates etc. Candidates should make themselves available on the date(s) specified by the organisation.

References:

It is the policy of St. Michael's House to collect three references, two of which must be from your most recent employment. Please be assured that the organisation will only collect the details and contact referees should you come under consideration, and with your agreement.

To request further information and/or arrange an informal conversation with the CEO, please contact:

Suzanne Doherty on 018840206
or at suzanne.doherty@smh.ie

Additional Information:

Confidentiality:

Subject to the provisions of the Freedom of Information Act, 2014 applications will be treated in strict confidence. All enquires, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside of those directly involved in that aspect of the process. Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

GDPR:

When your application is received, we will create a record in your name, which contains the personal information you have supplied to support your application. This personal record is used solely for the purpose of processing your candidature and, should you be successful, certain information you provide will be maintained on file. This information held is subject to the rights and obligations set out under The GDPR and Data Protection Act 2018. To make a request under GDPR please submit your request in writing to:

The Data Protection Officer, St. Michael's House, Ballymun Road, Dublin 9. dpo@smh.ie

Deeming of candidature to be withdrawn:

Candidates who do not attend for interview or another test when and where required by St. Michael's House or who do not, when requested, furnish such evidence as is required regarding any matter relevant to their candidature, will have no further claim to consideration.

Feedback:

Candidates should note that canvassing will disqualify.

St. Michael's House is an equal opportunities employer.