



DML/08-2026/870

Grade VI – Senior Staff officer

Office of the IHA Manager / Oifig an Bhainisteora IHA

Job Title and Grade	Grade VI – Senior Staff officer <i>Grade Code: 0574</i>
Remuneration	The Salary scale for the post (as at) 01/06/2026: € 58,477 - €59,871 - €61,573 - €64,767 - €66,677 - €69,056 - €71,441LSIs 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	DML/08-2026/870
Closing Date	26th August 2026 at 5pm <i>We recommend that candidates submit their application a minimum of 1 hour before the closing date and time to ensure their application form has been uploaded successfully to Rezoomo. Applications will not be accepted after this date and time, no exceptions will be made.</i>
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	Dublin and Midlands
Location of Post	There is currently one whole-time permanent post available in The Office of IHA Lead Eileen Whelan, Administration Building, Cherry Orchard Campus, Dublin 10. A panel may be created from this campaign for the Grade VI Senior Staff Officer, from which current and future permanent and specified purpose vacancies of full time or part time duration may be filled.
Informal Enquiries	Nicola Gregg, Business Manager, Office of the IHA Lead, Dublin South City & West Email: nicola.gregg@hse.ie or phone: 087 2293031
HR Point of Contact	The Dublin and Midlands Region is committed to providing information and services which are accessible to all, if you require accessibility assistance throughout any stage of the recruitment process, please contact: Name: Ruairi Fortune Position: HR Officer Email: ruairi.fortune@slh.ie Tel: Tel: +353 (01) 406 5209

Details of Service	The HSE Dublin and Midlands serves a population of circa 1,077,639 providing health and social care services to communities living within Dublin West, Dublin South-West, Dublin South City, Laois, Longford, Offaly, Kildare, West Wicklow and Westmeath. Currently, approximately 30k staff work within the HSE Dublin and Midlands Region providing key health and social care services with a budget of €3 billion. The region has 4 Integrated Health Areas, serving a population of around 300,000 and take account of local geographies, population size, needs and services. The IHA areas are HSE Dublin South City and West, HSE Dublin South West, HSE Kildare and West Wicklow and HSE Midlands and the Integrated Healthcare Managers are in post since October 2024. IHAs bring together both acute and community services as well as other non-HSE providers and are crucial to supporting and enabling integrated care. Within the 4 Integrated Health Areas there are 9 acute hospitals (model 4s and 3s, mix of statutory and voluntary providers) delivering a full range of acute hospital, women and children's services, in addition to specialised radiation and oncology care. There are also 6 integrated care hubs/csts and 20 Community Health Networks who together will serve the population health needs of our area. The reform programme for HSE Dublin and Midlands provides an opportunity to shape the future of health and social care in a rapidly changing environment and to continue to implement safer better health care through integrated services. Health Regions will be the primary service coordination and delivery units for the vast majority of health and social care services provided across Ireland. They will provide the governance and organisational arrangements to enable planning, management and delivery of care for people and for communities across their region.
Reporting Relationship	The post holder will report to the Business Manager or other nominated manager
Purpose of the Post	The purpose of the Grade VI post is to support and manage the effective day-to-day administration of the office, ensuring high standards of governance, service quality, and organisational performance, while providing leadership, oversight, and coordination of administrative and operational duties.
Principal Duties and Responsibilities	The Grade VI post holder will have both managerial and administrative responsibilities, including but not limited to the following: Administration • Implement service plan and business plan objectives within the area of responsibility. • Ensure the efficient management and administration of the area of responsibility. • Ensure deadlines are met and appropriate service levels are maintained. • Ensure that records and archives are accurate, maintained confidentially, and readily accessible to the appropriate authority. • Keep line management informed of issues arising. • Keep stakeholders informed and ensure their views are communicated to management. • Provide administrative support for meetings and attend as required. • Maximise the use of technology to ensure work is completed to a high standard.

	• Act as line manager for administrative staff assigned to the office. Customer Service • Promote and maintain a customer-focused environment, ensuring service users/customers are treated with dignity and respect. • Seek feedback from service users/customers and implement changes to incorporate this feedback, in agreement with the Line Manager. Human Resources • Create and promote a positive working environment among staff members that maintains and enhances effective working relationships. • Promote cooperation and harmonious working with other teams and disciplines. • Pursue and promote continuous professional development to build management expertise and professional knowledge. • Engage in the HSE performance achievement process in conjunction with your Line Manager and staff, as appropriate. Service Delivery and Improvement • Maintain accurate attention to detail in own work. • Actively participate in innovation and support change and improvement initiatives within the service. • Identify and implement changes to service administration where inefficiencies arise. Standards, Policies, Procedures & Legislation • Maintain own knowledge of relevant HSE policies, procedures, guidelines and practices to perform the role effectively and to ensure current work standards are met by own team • Maintain own knowledge of relevant regulations and legislation e.g. Health Act 2004 Health Act 2005, General Data Protection Regulation (GDPR) Act 2018, the Freedom of Information Act 2014 and the Workplace Relations Act 2015. • 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 as they apply to the role for example, Standards for Residential Services for People with Disabilities and Healthcare Standards. <u>Health & Safety</u> • Contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards and ensure that staff comply with same.
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	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 him/her 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. 1. Professional Qualifications, Experience, etc (a) Eligible applicants will be those who on the closing date for the competition: - i. 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. <u>OR</u> ii. 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. <u>OR</u> iii. Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction. <u>OR</u> iv. 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). <i>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.</i> <u>AND</u> (b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.

	2. 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. 3. Character Each candidate for and any person holding the office must be of good character.
Post Specific Requirements	• Demonstrated ability to work effectively in a fast-paced office environment, managing competing priorities and coordinating multiple concurrent tasks, including comprehensive diary management, scheduling and organising meetings, and ensuring smooth day-to-day operational workflows. • Strong professional writing skills, with experience preparing high-quality documents such as formal correspondence, briefing notes, reports, and other communication materials, demonstrating accuracy, clarity, and appropriate tone. • Proven experience engaging with senior managers and key internal and external stakeholders, ensuring effective communication, building and maintaining productive working relationships, and supporting informed decision-making. • Extensive experience managing and analysing large volumes of data, using information to track progress, generate insights, and produce reports that support strategic and operational decision-making. • Advanced proficiency in Microsoft Office applications, including Word (document production and formatting), Excel (data analysis, spreadsheets, formulas, and reporting), and PowerPoint (development of professional presentations). • Experience taking minutes at formal meetings, accurately capturing key decisions, actions, and discussion points, and ensuring timely circulation and follow-up.
Other Requirements Specific to the Post	Access to appropriate transport to fulfil the requirements of the role as this post will involve travel.
Skills, Competencies and / or Knowledge	Candidates must: Professional Knowledge & Experience • Demonstrate knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role. • 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. • Demonstrate an understanding of the HSE Protected Disclosure Procedures Planning and Managing Resources

	• Demonstrate the ability to effectively plan and manage own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met. • The ability to manage deadlines and effectively handle multiple tasks. • The ability to manage within allocated resources and a capacity to respond to changes in a plan. • Maintains an awareness of value for money. Commitment to a Quality Service • Demonstrate an awareness and appreciation of the service user and a strong commitment to providing a quality service. • Embraces and promotes the change agenda; demonstrates flexibility and initiative including the ability to adapt to and implement change. • Supports team through service improvement / change processes. Evaluating Information, Problem Solving & Decision Making • Demonstrate an ability to analyse and evaluate information and make effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management. • Demonstrate initiative in the resolution of issues arising / problem solving and proactively develop new proposals and recommend solutions. • Makes decisions and solves problems in a timely manner before they accumulate. Team working • Demonstrate the ability to work on own initiative as well as part of a team, promoting a positive team spirit. • Demonstrate leadership potential, the ability to manage the performance of others and support staff development. • Works as part of the team to establish a shared sense of purpose and unity. Communications & Interpersonal Skills • Demonstrate excellent communication and interpersonal skills including the ability to present (verbal & written) information in a clear and concise manner. • Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders. • Treats others with dignity and respect.
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. <u>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</u>

	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. For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at https://www.hse.ie/eng/staff/resources/diversity/
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 in the document posted with each vacancy entitled "Code of Practice, Information for Candidates" or on 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.	

**Grade VI
Terms and Conditions of Employment**

Tenure	The current vacancy available 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 Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013.
Working Week	The standard working week applying to the post is to be confirmed at Job Offer stage. HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016).
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
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.
Age	The Public Service Superannuation (Age of Retirement) Act, 2018* set 70 years as the compulsory retirement age for public servants. <i>* Public Servants not affected by this legislation:</i> 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.

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.
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 for further information, guidance and resources.
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/service¹, 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 procedures². • 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.