

Job Title & Grade	Clerical Officer, Operations Grade V - Panel Grade V
Campaign Reference #	102668
Closing Date	11 September 2026 by 5 pm
Duration of Post	All contracts available including part-time
Advertisement Type	Internal/External
Specific T&C's of post	35 hours standard working week Annual Leave: 30 days per annum Remuneration is in accordance with the salary scale approved by the Department of Health: Current salary scale with effect from 1 st June 2026: Grade, Code 0566, starting at Point 1 € 52,758 and rising annually in increments: €63,110 LSIS.
Location of post	Cross-site
Reporting Arrangements	This post will report to the relevant Operational Lead, Administration Team Manager, Directorate Operations Manager or designated Line Manager.
Key Working Relationships	The post holder will work closely with: • Directorate Operational Services Managers • Administration Team Managers • Consultants and NCHDs • Nursing Teams • Health and Social Care Professionals • Clinical Support Services

	• Administrative and Clerical Staff • Operational Leads • Directorate Operations Managers • General Managers • Patients and Families • Internal and External Stakeholders <i>Please note that this list is not exhaustive and key working relationships will change as the project moves from service development, construction completion, commissioning & transitioning to steady state.</i>
Purpose of the Role	The purpose of this post is to provide operational, administrative and supervisory support within the assigned service area. The post holder will support the delivery of safe, effective and efficient services through the coordination of operational and administrative processes, supervision of staff, management of workflows and engagement with multidisciplinary teams. The role requires a highly organised individual with strong leadership, communication and problem-solving skills who can work collaboratively across services while ensuring compliance with CHI policies, procedures and quality standards. <i>The successful candidate may be required to work across CHI sites and services in line with organisational requirements and the development of the new children's hospital and associated services.</i>
Principal Duties and Responsibilities	Professional Duties and Responsibilities: • The post holder will be expected to live CHI values and be child-centered, compassionate, progressive and will act with respect, excellence and integrity. • As part of the team, this role will contribute to the day-to-day and strategic management of the department, with duties subject to change in line with service requirements. • The post holder will be expected to live CHI values and be child-centred, compassionate, progressive and will act with respect, excellence and integrity. • Work closely with operational, clinical and administrative colleagues to ensure effective service delivery.

- Coordinate and support the day-to-day operational and administrative functions of the department.
- Supervise staff under remit, including allocation of duties, workload management and staff development.
- Develop and maintain staff rosters and support workforce planning activities.
- Monitor attendance, leave and time management processes in accordance with organisational policies.
- Support recruitment, onboarding, induction, training and development of staff.
- Ensure mandatory training compliance and maintain associated records.
- Implement, monitor and review administrative procedures, workflows and standard operating procedures.
- Support the management of waiting lists, referrals, scheduling and service activity as appropriate to the department.
- Ensure administrative teams are trained and supported to carry out their duties effectively.
- Act as a point of contact for patients, families, staff and external stakeholders.
- Always maintain patient and service-user confidentiality.
- Ensure data quality, integrity and compliance with GDPR and organisational policies.
- Prepare reports, statistics, audits and activity information as required.
- Support quality improvement initiatives and service development projects.
- Participate in risk management processes and escalate concerns appropriately.
- Attend meetings, prepare agendas, record minutes and follow up on agreed actions where required.
- Support implementation of organisational change initiatives and new technologies.
- Ensure compliance with national and local policies, procedures and governance requirements.
- Promote effective communication and collaborative working across departments and sites.
- Undertake any other duties appropriate to the grade as assigned by management.

The above 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 experience	<u>Essential Criteria:</u> • Have successfully achieved a Leaving Certificate or equivalent qualification within the QQI Framework • Minimum three years relevant administrative, operational or supervisory experience. • Experience working within a complex service environment. • Experience supervising, supporting or coordinating staff. • Excellent IT skills including Microsoft Office applications and relevant information systems. • Knowledge of confidentiality, data protection and information governance requirements. <u>Desirable Criteria:</u> • Previous Grade V or equivalent supervisory experience. • Experience working in a healthcare environment. • Relevant supervisory, management or healthcare administration qualification. • Experience in workforce planning and roster management. • Experience in quality improvement, audit and risk management. • Experience using healthcare information systems. • Experience supporting organisational change and service improvement initiatives. • Excellent organisational, planning and administrative skills. • Excellent verbal and written communication skills. • Strong interpersonal and stakeholder management skills. • Excellent IT skills including Microsoft Office applications and relevant information systems. • Ability to analyse information and prepare reports. • Ability to work independently and as part of a multidisciplinary team. • Ability to prioritise workload and meet deadlines
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Information on “Non-European Economic Area Applicants” is available from <https://dbei.gov.ie/en/>

Children’s Health Ireland is legally required to verify that all staff **have the right to work in Ireland before they begin employment**, regardless of nationality or immigration status. This right-to-work check is also necessary when an individual re-joins CHI or when their immigration permission or employment permit is due to expire.

Permit holders can change their permit employer to CHI after a period of nine months has passed since commencing their first employment permit in the State. The change of employer applies to the [General Employment Permit \(GEP\)](#) and to the [Critical Skills Employment Permit \(CSEP\)](#). The change is required to be completed as part of pre-employment clearance.

All Permits and Change of Employer applications are processed on the [Employment Permits Online](#).

Some recruitment campaigns may be open to candidates who are not citizens of the EEA, Switzerland, or United Kingdom. You can consult the [Critical Skills Occupational List](#) see if your profession is currently eligible under this route.

The programme outlined for Children’s Health Ireland may impact on this role and as structures change the job description may be reviewed.

Children’s Health Ireland is an equal opportunities employer.