



Grade VII, IPMS Lead Specialist / Administration Manager
St. Luke's General Hospital
Job Specification & Terms and Conditions

Job Title, Grade Code	IPMS Lead Application Specialist / Administration Manager – Grade VII Grád VII Príomhspeisialtóir Feidhmchlár IPMS / Riarachán Bainisteoir <i>(Grade Code 0582)</i>
Remuneration	The Salary scale for the post as at 01/06/2026 is: The Salary scale for the post is: €61,219, €62,715, €64,462, €66,216, €67,975, €69,547, €71,146, €72,705, €74,251, €76,913, €79,583LSIs 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	SLKIPMSVII
Closing date	Tuesday 06th October 2026 @ 5pm https://www.rezomo.com/job/104214
Proposed interview date (s)	Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances.
Taking up appointment	A start date will be indicated at job offer stage.
Location of post	St. Luke's General Hospital, Kilkenny There is currently one permanent whole-time vacancy available in St. Luke's General Hospital. A panel may be created for Grade VII IPMS Lead application Specialist / Administration Manager, St. Luke's General Hospital, from which permanent and specified purpose vacancies of full or part-time duration may be filled.
Informal Enquiries	We welcome enquiries about the role. Please direct all enquiries relating to the role: - Jean Larkin, Operations Manager for Scheduled Care, St. Luke's General Hospital, Kilkenny. Email: jean.larkin@hse.ie Contact for enquiries relating to the recruitment process: - Zara Hurley, Recruitment Manager, St. Luke's General Hospital, Kilkenny Email: zara.hurley@hse.ie

Reasonable Accommodation	Candidates who require a Reasonable Accommodation/s to support their participation, at any stage, in the recruitment and selection process, should email Zara Hurley, Campaign Lead on zara.hurley@hse.ie
Details of Service	St Luke's General Hospital, Kilkenny is the Acute General Hospital that services the counties of Carlow and Kilkenny providing health care for approximately 165,616 (2022 Census). Due to its location in the heart of the South East, St Luke's also provides services to its bordering counties of Tipperary, Waterford, Wexford, and Laois. St Luke's General Hospital is part of the Dublin and South East Hospital Group. St Luke's General Hospital has a bed capacity of 344 beds, and provides General Medical, Surgical, Obstetrics, Gynaecology, Paediatric, Psychiatry, Cardiology, Endocrinology, and Respiratory, Care of the Elderly, Hepatology, Gastroenterology, Oncology, Palliative Care, Neurology, and Anaesthetic Services to Carlow/Kilkenny. The following diagnostic services are also provided Radiology including MRI and CT scanning, Ultrasound, DXA scanning. Pathology, Cardiac Diagnostic and Endoscopy (GI, Respiratory, Cardiac). The therapy services provided include Physiotherapy, Speech and Language, Dietetic, Occupational Therapy, Diagnostics including respiratory and cardiology and Social Work. The hospital also facilitates regional onsite services including Haematology, Microbiology, Neurology, Oncology, Palliative care and regional services in Liver Diseases, ERCP and Endobiliary Endoscopy. Dublin & South East with its Academic Partner University College Dublin (UCD), is the largest and most diverse hospital group in terms of populations, budget, staffing, and number of hospitals, geographical spread and number of Community Healthcare Organisations. The Dublin and South East Hospital Group aims to deliver consistently high-quality safe care, while transforming and integrating clinical services across the 11 hospitals in the Group to meet the needs of the people we serve. The Dublin and South East Hospital Group includes the following hospitals: • St Vincent's University Hospital • Wexford General Hospital • St Luke's General Hospital, Kilkenny • St Michaels Hospital, Dun Laoghaire • National Maternity Hospital • Royal Victoria Eye and Ear Hospital • St Columcille's Hospital, Loughlinstown • National Rehabilitation Hospital • University Hospital Waterford • Kilcreene Regional Orthopaedic Hospital • Tipperary University Hospital University College Dublin is the Academic Partner for the Group.

Reporting Relationship	The post holder will have a direct reporting relationship to the Grade VIII Operations Manager for Scheduled Care, St. Luke's General Hospital, Kilkenny.
Key Working Relationships	Administration Manager, Senior Hospital Management, consultants, IPMS National Team and Vendor.
Purpose of the Post	The purpose of this post: • To work as part of the Management Team of St. Luke's General Hospital to implement the iPMS product functionality, ensuring that the system is configured to reflect the information requirements of the hospital in the context of key performance indicators, national standards and process improvements of the hospital patient management system. • Administration Lead for the Management of Inpatient and Outpatient Services for Scheduled Care. • Provide strategic leadership and direct line management to Administration Managers, ensuring resources are effectively deployed and robust support plans are in place to facilitate new service developments and service reconfigurations in line with service requirements.
Principal Duties and Responsibilities	<u>Key Business Areas</u> The Business Areas and Responsibilities described below are those referring to the Integrated Patient Management System (iPMS) Programme. Post-holders may be assigned to these or other Business Areas as may be required from time to time, depending on national programmes/projects in train. Will take lead responsibility for ensuring that the iPMS functionality and configuration reflects the business needs of St. Luke's General Hospital in the following areas: • Patient Master Indices, Patient Identification and Registration. • OPD Referrals, Waiting Lists, Appointment Scheduling and Clinic Management. • Inpatient Referrals, Waiting Lists and Bed Management. • Patient Billing. • Acute Floor Department. • Order Communications and Results Reporting. • Management Reporting and Coding Systems. • Data Quality, Data Protection and Security and Access. • Integration with other Hospital Information Management Systems.

Responsibilities

For each of the above areas the Lead Application Specialist will be responsible for:

- Determining and documenting the most effective process flows in consultation with the relevant departments from the national perspective and configure iPMS to reflect these processes.
- Working with the relevant hospital departments to research current work practices in relation to their specific work areas within the context of iPMS reporting.
- Development of documentation and recommended best practice in operational work processes in the context of the agreed national configuration of iPMS.
- Analysis, presentation and recommendations to the management team of any new development for system changes/developments.
- Preparation of detailed requirements documents for any required system change requests.
- Monitoring of national policy and standards development for changes and updating the system configuration to reflect these changes.
- Definition of relevant data elements in iPMS to ensure national standardisation of the information collected by the system.
- Ensuring the system configuration and reference values can generate reports that reflect the national reporting requirements.
- Development of test scripts and leading out on system testing to ensure the system performs as expected during system upgrades, integration, etc.
- Definition of data integration links between the iPMS functionality area and other ICT systems.
- Support departments that are implementing the system in specific work areas.
- Working with the trainers to develop training documentation for all relevant modules.
- To liaise with ICT system vendors in relation to system development, configuration and performance for specific modules.
- To work with hospital stakeholders in relation to developing policies and implementing protocols to ensure national legal obligations are met.
- To liaise with the Executive Management System as and when required to ensure frontline services utilising iPMS are receiving an effective level of support.

- Any other tasks required to assist in ensuring the programme meets its objectives.

Service Planning & Improvement

- Work collaboratively with Administration Managers, Consultants, Clinical Director, Director of Nursing and Heads of Service to ensure high quality efficient services for patients
- Determine demands on scheduled care services and develop capacity and demand templates
- Develop business and support plans for new service developments or reconfiguration
- Support service changes and reconfiguration through participation on identified projects for service improvement
- Oversee the supervision and direct line management of administration managers to ensure effective deployment of staff and support plans for new service developments and reconfiguration to meet service needs.
- Identify, organise and deliver training needs as required.
- Approve all leave and monitor sick leave using the guidelines of the Managing Attendance Policy.
- Ensure the validation of outpatient waiting lists/inpatient waiting lists is managed appropriately in collaboration with the National Treatment Purchase Fund (NTPF).
- Ensure validation of data on the OPD waiting lists and updating / correcting data where appropriate.
- Provide reports to Consultants and other stakeholders regarding OPD statistics including attendances and DNA rates etc. as required.

Human Resources

- Manage the performance of assigned staff and teams.
- Create a positive working environment, which contributes to maintaining and enhancing effective communication.
- Facilitate the giving and receiving of feedback.
- Quality assurance of the workload in the department/section.
- Identify training needs.
- Facilitate Staff Induction.

Communications

- Manage the implementation of change within the administration function in the hospital
- Improve and develop internal and external service delivery using good communications

	<u>Standards, Policies, Procedures and Legislation</u> • 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. 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. <u>Change management</u> • Promote and participate in the implementation 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. • Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring teams know how to change process. • Encourage and support line managers through the change process. • Make appropriate use of technology to advance the quality and efficiency of service provision. • Maintain relationships with key stakeholders to gather support for new initiatives. <i>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</i>
Eligibility Criteria Qualifications and/ or Experience	Candidates must have at the latest date of application: - (a) 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) <i>Note 1: Candidates must achieve a pass in Ordinary or Higher-level papers. A pass in a foundations 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> And (b) 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.
Post Specific Requirements	• A working knowledge of IPMS System administration to the level necessary to be able to undertake system configuration to introduce new functionality / workflows and the training of others in its use. • Experience of managing a significant number of staff within a busy service and delivering multiple concurrent pieces of work. • Experience of implementing change, standards, policies and procedures.
Other Requirements Specific to the Post	• Candidates must possess the requisite knowledge and ability, including a high standard of suitability and management ability, for the proper discharge of the office. • Access to appropriate transport to fulfil the requirements of the role as the post may involve some travel. • Candidates will be required to take up duty within 2 months of receipt of the formal offer of employment. • A flexible approach to working hours.

Additional Eligibility Requirements:	Citizenship requirements Eligible candidates must be: (i) EEA, Swiss, or British citizens OR (ii) 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	<u>Professional Knowledge & Experience Relevant to the Role</u> <i>Demonstrate:</i> • Knowledge and experience of IPMS and IPMS System Configuration and how it interacts with daily patient administration workflows in an acute setting. • An understanding of the complexity and dynamics associated with change in the health and social care sector. • Experience in supporting change management in a complex environment. • Knowledge and experience of data collection, analysis and reporting • Build and maintains positive working relationships with key stakeholders • Excellent ICT skills including MS Office suite, Microsoft Teams and using shared drive systems <u>Data Analysis & Decision-Making</u> • Analyses and maintenance of waiting list data and trends supporting senior management for evidence based decision making • Translates data insights into practical recommendations to improve service delivery, workforce planning and organisational outcomes • Demonstrates sound judgement and problem-solving skills in complex situations <u>Planning & Organising and Delivery of Results</u> <i>Demonstrate:</i> • The ability to successfully manage a range of different projects and work activities concurrently, utilising IPMS effectively and assigning work to others as appropriate to meet strict deadlines. • The ability to proactively identify areas for improvement and to develop practical solutions for their implementation.

- Demonstrates resilience and adaptability when managing competing priorities and evolving organisational requirements.
- The ability to embrace change and adapt local work practices.
- The ability to use resources effectively, challenging processes to improve efficiencies where appropriate.

Evaluating Information, Problem Solving & Decision Making

Demonstrate:

- Excellent analytical, problem solving and decision-making skills.
- The ability to quickly grasp and understand complex issues and the impact on service delivery.
- The ability to confidently explain the rationale behind decisions when faced with opposition.
- Ability to make sound decisions with a well-reasoned rationale and to stand by these
- Demonstrate initiative in the resolution of complex issues.

Building and Maintaining Relationships including Teamwork & Leadership Skills

Demonstrate:

- The ability to build and maintain relationships with colleagues and other stakeholders including multidisciplinary and administrative teams and to achieve results through collaborative working.
- The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment.
- Flexibility, adaptability and openness to working effectively in a changing environment.
- The ability to support, supervise develop and empower staff in changing work practices in a challenging environment within existing resources.
- Capacity for management responsibility.
- Fostering positive employee relations with internal and external stakeholders.

Communications & Interpersonal Skills

Demonstrate:

- Effective verbal communication skills, delivering complex information clearly, concisely and confidently.
- Excellent written communication skills including strong report writing and presentation skills.
- Excellent communication and interpersonal skills to deal effectively with a wide range of stakeholders.

Commitment to a Quality Service

Demonstrate:

- Evidence of incorporating the needs of the service user into service delivery.

	• Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external stakeholders. • Commitment to developing own knowledge and expertise. • Evidence of setting high standards of performance for self and others, ensuring accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility.
Campaign Specific Selection Process Ranking/Shortlisting / Interview	A ranking and or shortlisting exercise may be carried out based on 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 considering those requirements. Failure to include information regarding these requirements may result in you not progressing 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
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 CPSA is responsible for establishing the principles to be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards to be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process. Read the CPSA Code of Practice.
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 VII, IPMS Lead Specialist / Administration Manager
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, the Public Service Management (Recruitment and Appointments) Act 2004, and Public Service Management (Recruitment and Appointments) Amendment Act 2013.
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.
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 on 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. In the HSE, all Mandated Persons under the Children First Act 2015 are appointed as Designated Officers under the Protections for Persons Reporting Child Abuse Act 1998. You should check Schedule 2 of the Children First Act 2015 to see if you are a Mandated Person, and therefore a HSE Designated Officer, and be familiar with the related roles and legal responsibilities. Visit HSE Children First for further information, guidance and 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/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.

¹A template SSSS and guidelines are available on [writing your site or service safety statement](#).

²Structures and processes for effective [incident management](#) and review of incidents.

	• Ensuring that Occupational Safety and Health (OSH) are 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 need 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 managed appropriately 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.
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