



ST. MICHAEL'S HOUSE
INFORMATION BOOKLET FOR APPLICANTS FOR
THE POSITION OF:

Senior HR Business Partner

Closing Date: 22/10/2026

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

1. Advert

St. Michael's House:

St. Michael's House provides a comprehensive, efficient and innovative service to people with intellectual disabilities. It is a high quality, community-based service, based on identified individualised needs, enabling service users to reach their fullest potential. The organisation looking for staff that are committed to supporting people with disabilities and their families, in a person centred, community based, socially inclusive manner in accordance with its mission and national standards, underpinned by quality, best practice and research.

Senior HR Business Partner (Grade VIII):

An exciting opportunity has arisen within the Human Resources Department for a Senior HR Business Partner. The purpose of this role is to assist the Director of Human Resources (Director of HR) in developing a high quality, effective and efficient Human Resources Management function, which actively contributes to the strategic development of the organisation, a highly productive workforce and the achievement of a positive employee relations environment. Working closely with the Director of HR, the successful candidate will be responsible for providing a comprehensive Human Resources Service at both operational level to management and staff in the organisation. The key areas of responsibility are Change Management, Recruitment and Retention, Workforce Planning, Training and Development, Performance Management, Employee Relations, HR Administration/HR Metrics and Policy Development and Research.

Qualifications:

Essential Criteria:

- Strong background/experience in Human Resources at management level.
- At least five years relevant work experience, preferably in a large health sector organisation.
- Experience of effective management of a HR Team.
- Possess expert knowledge of employee relation issues, and resolution mechanisms/employment legal framework.
- Relevant Third Level Qualification, to include Human Resources.

Desirable Criteria:

- Public Sector experience at management level.
- A post graduate qualification; CIPD qualification.

Key Knowledge & Skills:

- Dynamic and versatile senior HR professional with highly developed communication, interpersonal and relationship management skills.
- Demonstrates self-awareness with a compassionate leadership style that encourages team members to self-evaluate.
- Ability to influence in a positive manner and challenge the status quo.
- Demonstrate success in facilitating change management, problem solving, excellent facilitation and analytical skills.

What St. Michael's House offers:

- Opportunity to work in a modern, inclusive and friendly environment.

- Continuous education and career pathway development.
- Pension and Sick Pay Scheme.
- Work/Life balance.
- Free on-site parking.
- Employee Wellbeing.
- Cycle to Work Scheme.

Salary Scale:

Grade VIII HSE salary scale, Point 1: €83,911 to Point 7: €101,207

Please note if there is no prior public sector experience, successful candidate will start on Point 1 of the salary scale.

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 (no more than 2 pages) 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 Senior HR Business Partner for St. Michael's House.

HSE consolidated pay scales will apply. St. Michael's House is an equal opportunities employer.

A panel may be formed for future vacancies over the next 12 months.

St. Michael's House

Reports to:	Director of HR
Supervisors:	HR Team (Team of 14 staff)
Tenure:	Full- Time Permanent
Remuneration:	HSE Grade VIII - €83,911 to Point 7: €101,207
Location:	Head Office, Ballymun Road, Dublin 9

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 €110m; a staff complements of over 1,850 employees and delivers services to over 1,900 children and adults, their families and carers in over 170 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:** 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.

Overall purpose of the job:

The purpose of this role is to support the Director of Human Resources in developing a high quality, effective and efficient Human Resources Management function which actively contributes to the strategic development of the organisation, a highly productive workforce and the achievement of a positive employee relations environment.

- The Senior HR Business Partner will act as a strategic partner, change agent, employee champion and administrative expert.
- S/he will provide expert 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.

Principal Duties and Responsibilities:

Change Initiatives:

- Responsible for driving and implementing large scale change management projects as allocated by the Director of HR determined by St. Michael's House Strategy and Vision 2022 – 2026.
- To review developments in ID service delivery and advise Director of HR of likely impact on St. Michael's House services.

HR Planning:

- Work with the Director of HR in preparing and implementing the HR Strategy and annual HR plan.
- In conjunction with the Director of HR, design, plan and implement change and best practice strategies.
- In conjunction with the Director of HR and Admin Managers develop and implement succession planning processes to engage and develop potential future leaders.
- In conjunction with Admin Managers develop staffing plans regarding new service developments for approval by the Director of HR and C.E.O.
- Managing the staffing complement and vacancies for the Service Areas.
- Undertaking regular checks to ensure accuracy of data and that the area staffing complement is not exceeded.
- Review business cases and support Managers in preparing their individual agenda for the employment control committee.
- Responsible for agenda for Employment Control Committee.
- In partnership with Managers lead and optimise the delivery of core HR processes across the service area.

- Conduct HR audits and surveys as required.

Recruitment and Selection/Workforce Planning:

- Manage and Supervise the HR Officers under the recruitment function
- To ensure St. Michael's House Recruitment and Selection process is fully compliant with legislation, is fit for purpose and reflects Best Practice.
- Manage the preparation and issuing of contracts of employment, which meet all relevant employment legislation and St. Michael's House policies on terms and conditions of employment.
- Develop and maintain appropriate monitoring, control and recording arrangements to ensure that all contractual and statutory obligations are fulfilled.
- Oversee the planning and organising of recruitment and selection campaigns and ensure that appropriate selection methods are being employed.
- To work in developing Best Practice recruitment and selection procedures appropriate to the needs of each service area. These areas to include:
 - Workforce planning.
 - Evaluation of recruitment strategies to maximise full usage of psychometric assessment and development centres, etc.
 - Competency Based Interviewing.
 - Quality Screening, adequate reference checks, Garda Vetting.
- To develop links with third level colleges to ensure that St. Michael's House is influencing curriculum development, thereby ensuring that the future service needs are being considered. It is equally important that St. Michael's House is an employer of choice in the intellectual disability sector.
- Ensure a systematic approach to exit interviews and produce monthly statistics
- To work with Open Training College to develop programmes and initiatives to influence future applicants.
- To ensure that St. Michael's House manages its work experience programme in an effective and efficient manner.
- To support effective and efficient use of volunteers with St. Michael's House.

Training and Development:

- To assist in the identification of training needs and to work positively with the Administration Managers and Training Manager in identifying training needs consistent with the corporate objectives of the organisation and working with management to meet these training needs through the various training courses E.g., Management Development, Organisation Orientation training.
- To identify future skills requirements across all levels of the organisation and develop appropriate training programmes to meet these needs and national strategy requirements.
- To maintain a record of all training completed and attendance at same.

Performance Achievement and Talent Management

- To assist in the development and implementation of an appropriate performance development systems and supervisory processes.
- To train and support line management in supervision and performance development processes, including coaching and feedback provision.
- To maintain a record of performance stats completion rates and to follow up where there are gaps in same.
- Support the Director of HR in rolling out the talent management strategy to attract, develop, manage and evaluate high performance employees.

- Facilitate and ensure positive on boarding experiences.
- Facilitate leadership development opportunities and empower managers to build and maximise on existing talent to minimise future potential skill gaps.
- Support the Director of HR in reviewing and implementing a competency behavioural framework aligned to the values and mission of St. Michael's House.
- Support the Director of HR in driving and implementing appropriate performance management and development systems to support service operational requirements.
- Working with Managers to ensure new employees receive effective induction into their new roles and that best practices induction processes are in place. Liaising with Managers regarding employee feedback on the induction.
- Ensuring probation processes is tracked and documentation is completed in the service area within the required timelines.
- In conjunction with Director of HR develop initiatives and strategies to improve employee retention.

Employee Relations

- Working closely with managers and employees to foster good working relationships, build morale and increase retention.
- Ensuring positive working relationships with employee representatives and a pro-active collaborative approach to employee relations within business service areas.
- Planning and leading regular meetings with Managers in business service areas.
- Manage and co-ordinate operational ER issues which arise incl. Discipline and Grievance cases and provide relevant advice and support to Line Managers as required.
- To advise on nationally negotiated Agreements.
- To advise on interpretation of HSE and Department of Health Circulars.
- To build constructive, trusting working relationships with Managers and Heads of Units, and provide HR expert support and advice.
- Service lead in relation to trust in care matters.
- Management of requests for re-grading, liaising with and briefing Director of HR
- regarding these.
- Managing group claims to a successful conclusion.
- Working with external agencies in preparing and implementing third party submissions quickly and effectively. Ensure Director of HR is briefed on these.
- Promote and support high attendance levels in the workplace. Assist management in proactively managing absenteeism, implementing policies and strategies designed to bring about improvements and enhance motivation among staff.
- Promote an employee well-being culture and support the Director of HR in the development of an Employee Health & Well-being Strategy.
- Being available to employees within the business area whereby they can arrange to meet their HR Business Partner to discuss issues relating to their employment.

HR Administration and Compliance:

- To manage the day-to-day operations of the HR function and staff team for St. Michael's House through the HR Shared Services model. To ensure that clear comprehensive operational procedures are in place for all HR administration duties and are compliant with employee legislation, HIQA etc.
- Provide data, statistics and reports to management, the CEO, board, EMT and external agencies as required.
- Work closely with the Finance/Payroll Departments to ensure enhanced financial control, value for money and accountability.
- To actively participate in Workforce Planning Forum.
- To oversee effective promotion of the Employee Assistance Programme and review reports with provider, as appropriate.
- To ensure that staff pensions are administered accurately and that positive relations are maintained with HSE Pension Unit.
- To ensure staff are provided with all information related to their pension benefits.
- To ensure that all statutory and other leave is administered in a fair and transparent manner, which reflects both organisational and staff needs.
- Through HR support team monitoring employee entitlements and ensure these are not exceeded.
- Plan and implement spot checks relating to employee files on a quarterly basis to ensure they meet HIQA requirements.

HR Metrics and Management Information Systems:

- Develop and maintain HRIS systems and any other management information systems to support HR requirements and operational effectiveness.
- Assist in the design and implementation of enhanced internal and external communication and participation arrangements and processes.
- Support the design, implementation and maintenance of Management Information Systems to support operational effectiveness, value for money monitoring and facilitate management decision making through the provision of timely and relevant information.
- Participate in Executive Finance and HR Meetings.
- To monitor and review Agency usage by unit, establish reasons for usage and manage agency conversion programme.
- Provide management reports as requested by the Director of Human Resources, Executive Management Team and Line Managers.
- To assist in the development of HR Metric statistical reports for the CEO, Executive Management Team, turnover, absence, HR ratios etc.
- To support the CEO and Director of HR in production of dash board reports and templates for HSE/Board/IMR.
- To support Director of HR in production of Census reconciliation report.

HR Policy Development & Research:

- To assist in the development and maintenance of appropriate HR policies and procedures for the service, and to present these policies and procedures in a format that is user friendly.
- Ensure compliance with all HR processes and policy requirements across service functions.

- To ensure that all Managers and Heads of Units are aware and knowledgeable of policies and procedures, employment legislation, and Best Practice in managing people.
- To keep up to date with employment law and to advise the organisation of its obligations under employment legislation.

HR Strategies Implementation

- To support in embedding of St. Michael's House Mission, Vision and Values and to assist in creating a revised workforce culture based on person centred service delivery.
- To develop an appropriate employee wellness strategy and to incorporate best practice wellness standards for the benefit of St. Michael's House employees, as appropriate.
- To support the establishment of a comprehensive Diversity and Inclusion programme, to meet best practice standards for the inclusion of a broad and diverse employee group, which should permeate across the entire employee lifecycle.
- To support the Director of HR in the Development of the Human Resources Strategy

Person Specification:

Qualifications

Essential:

- Relevant Third Level Qualification, to include Human Resources.

Desirable:

- A post graduate qualification, CIPD qualification.

Experience

Essential:

- Strong background/experience in Human Resources at management level.
- At least five years relevant work experience, preferably in a large health sector organisation.
- Experience of effective management of a HR Team.
- Possess expert knowledge of employee relation issues, and resolution mechanisms/employment legal framework.

Desirable:

- Public Sector experience at management level.

Knowledge and Experience:

- Dynamic and versatile senior HR professional with highly developed communication, interpersonal and relationship management skills.
- Demonstrates self-awareness with a compassionate leadership style that encourages team members to self-evaluate.
- Ability to influence in a positive manner and challenge the status quo.

- Demonstrated success in facilitating change management, problem solving, excellent facilitation and analytical skills.
- Excellent research and report writing skills.

Quality Service

- Pro-active and uses Initiative.
- Undertakes holistic approach to ensure the best possible service is provided.
- Ability to encourage and develop quality led practice initiatives.
- Demonstrates an ability to evaluate, audit and review practice.
- Provides a flexible service that is responsive to the needs of the service user, colleagues and service.
- Optimises resources within own areas to achieve appropriate outcomes.
- Identifies and prioritises the requirements of change within own service area at all times considering how it will affect other parts of the organisation.

Planning & Organising

- Effective use of time focussed on managing self and developing others in a busy working environment.
- Sets clear, realistic goals and targets for self and others.
- Keeps appropriate and accessible documentation.
- Utilises established systems and processes for prioritising and delivering on tasks.
- Delegates effectively to ensure objectives are met.
- Consistently focuses work effort to where it will have most impact.
- Anticipates Problems and issues and takes preventative action to address these.
- Demonstrates an ability to plan and deliver care in an effective and resourceful manner within a culture of person-centeredness.
- Advance planning to ensure adequate resources are available.
- Effective and efficient utilisation of resources.

Professionalism

- Deals fairly and consistently with others.
- Approachable and accountable and professionally courteous with others.
- Shows ability to work under pressure; handles stress in a constructive manner.
- Self-aware; recognises own response while retaining objectivity.
- Is cognisant of own strengths/limitations, and scope of one's practice.
- Shows resilience; keeps others focussed on a successful outcome.
- Maintains appropriate level of visibility.
- Maintains highest standard of confidentiality in all areas of work.

Continuous Learning & Development

- Participate in the Service Development Review System.
- Organises and structures department to create a continuous learning environment.
- Creates “on the job” opportunities to address staff learning needs.
- Demonstrates application of theory to practice and influences staff in this regard.
- Encourages colleagues/team to undertake a broad range of development initiatives and to maintain an active performance development plan.
- Mentors, coaches and provides constructive feedback on performance to staff in order to improve capability and confidence.
- Acknowledge staff strengths and achievements.

Organisational Knowledge

- Familiar with Health Service trends related to area of discipline.
- Understands the contribution of each department to the organisational goals and objectives.
- Uses knowledge of mission, values and service structures to deliver on organisational goals.
- Understands health strategies relevant to own discipline.

Innovation & Creativity

- Works within teams to maximise the number of ideas and creative inputs for best outputs.
- Encourages others to ‘think outside the box’.
- Generates new ideas that have a positive impact on the department/service and its ultimate success.
- Creates an environment where people are encouraged to put forward ideas, experiment and learn from their mistakes.
- Challenges the status quo to ensure areas for improvement are identified and addressed
- Proposes new approaches, methods or technologies.

Leadership

- Inspires others to consistently perform at a high level and achieve their potential.
- Is approachable and treats people in a fair and consistent manner in order to gain trust.
- Is seen as an effective leader, setting high standards of behaviour for others to follow and addresses inappropriate behaviour.
- Coaches others in maintaining a flexible approach to their work.
- Embraces change and looks for ways to make positive changes within the team.
- Ability to understand how individuals, at all levels, operate and applies this knowledge to achieve change objectives in the most efficient and effective way.
- Seizes opportunities to influence the future direction of departments and the overall business.
- Encourages, inspires and supports others to deliver successful outcomes through change.
- Is politically attuned, knowing when to communicate with key stakeholders.
- Understands importance of getting input and buy-in from others when making decisions.

Problem Solving & Decision Making

- Is comfortable making decisions with incomplete or uncertain information.
- Has basic finance and budgeting knowledge and draws on this to make decisions when applicable.
- Understands the effect of one’s decision on colleagues/service users, departments and the organisation.
- Anticipates probable consequences of decisions.
- Consults with others to improve decision making.

- Takes a proactive approach to problem solving and able to recognise early warning signs of potential problems and takes pre-emptive action.
- Demonstrates a reflective approach when dealing with problems, carefully evaluating different options/solutions.
- Able to act quickly to address urgent matters.

Team work

- Fosters a collaborative working team with complementary strengths.
- Recognise the talents and contributions each team member brings to the work environment.
- Proactively develops and nurtures workplace relationships.
- Utilises team skills and attributes in achieving goals.
- Encourages input from all team members.
- Adapts interpersonal style to engage all members of the team.
- Identifies areas of potential conflict within the team and takes steps to resolve it.
- Is open and approachable to discuss issues.

Communication & Interpersonal Skills

- Supports a culture of open communication to maintain a climate of trust and honesty.
- Communicates at all levels, both internally and externally.
- Supports ideas with appropriate research and information to persuade others.
- Focused Listening: Gains' understanding through accurately clarifying what was heard.
- Shares information within – and to – other sections and departments in an open timely manner.
- Delivers presentations to groups with confidence and credibility.
- Documents important relevant communications.
- Facilitates two-way communications between conflicting parties.
- Uses an appropriate business writing style.

Particulars of Office:

1. **Tenure:** Permanent Contract.
4. **Working Week:** 35 hours per week.
5. **Annual Leave:** 30 days
6. **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.

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 Senior HR Business Partner for St. Michael's House.

Closing Date: 5pm, 22nd October 2026

Selection Process:

The Selection Process may include:

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

Interview Dates:

Interviews scheduled to take place at a later date. The onus is on all applicants that are shortlisted for interview to ensure they are available for interview.

Please Note:

You can expect to receive emails from us at the relevant stages notifying you to check your email for campaign updates.

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

References:

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

For informal enquiries, please contact Niamh Wendel, niamh.wendel@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 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.

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 in regard to any matter relevant to their candidature, will have no further claim to consideration.

Feedback:

Feedback will be provided on written request.

GDPR:

When your application form is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature and should you be successful certain

Information you provide will be maintained on file. Such information held is subject to the rights and obligations set out under GDPR. 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.

Candidates should note that canvassing will disqualify.