

Executive Assistant, Grade V
Ireland East Hospital Group Corporate Team

Job Specification and Terms of Conditions

Job Title and Grade	Executive Assistant Grade V
Tenure	Permanent, Full time
Salary Scale	Salary scale €42,773; €44,136; €45,498 €46,860; €48,222; €49,801; €51,375 (as at 01/09/19)
Closing Date	Monday 11 th May 2020 @ 5pm
Base Location of Post	IEHG Corporate Office, Millennium Park, Naas, Co Kildare.
Details of Service	<p>Ireland East Hospital Group (IEHG), with its Academic Partner University College Dublin (UCD), is the largest and most diverse hospital group in terms of populations, budget, staffing, number of hospitals, geographical spread and number of Community Healthcare Organisations. IEHG 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.</p> <p>The Ireland East Hospital Group includes the following hospitals:</p> <ul style="list-style-type: none"> • Mater Misericordiae University Hospital • St Vincent’s University Hospital • Wexford General Hospital • St Luke’s General Hospital, Kilkenny • Mullingar Regional Hospital • St Michaels Hospital • National Maternity Hospital • Royal Victoria Eye and Ear Hospital • Cappagh National Orthopaedic Hospital • St Columcilles Hospital • Our Lady’s Hospital Navan <p>University College Dublin is the Academic Partner for the Group</p> <p>The Strategic Development Plan for the Ireland East Hospital Group will see:</p> <p>(i) the formation of a single coherent Hospital Group structure and organisation with the ambition to evolve into an Academic Health Science Centre</p> <p>(ii) reorganisation of services within the Group to ensure optimal care provisions to the population served</p>

	<p>(iii) the provision of safe effective, efficient and relevant patient services within budget</p> <p>(iv) maximum integration and synergy within the Group and with other Hospital Groups and all other Health Services, particularly primary and community care services</p> <p>It is the stated ambition of IEHG to become the first Academic Health Science Centre in Irish healthcare. This ambition serves as a rationale for striving to continuously improve Group performance.</p> <p>IEHG recognises the need for the development of a healthcare system that is sustainable and capable of delivering consistently high-quality services.</p>
Reporting Arrangements	The post holder will have a direct reporting relationship a member of the IEHG Executive Team or nominated Manager
HR Point of Contact	Sarah McManus HR Department, Ireland East Hospital Group Tel: 045 988 329 Email: sarah.mcmanus1@hse.ie
Purpose of the Post	The purpose of the post is to provide administrative support to IEHG Executive Team and Senior IEHG Executives in the delivery of the IEHG Strategy.
Principal Duties and Responsibilities	<p><u>Administration</u></p> <ul style="list-style-type: none"> • Provide efficient and effective administrative and secretarial support to Senior IEHG Executives and their teams to support the delivery of high quality patient care. • Organise meetings, including co-ordinating calendars and attendance, preparation of materials (agendas, minutes, briefing papers etc), arranging venues, ensuring availability of technical equipment and catering. • Attend meetings as required, taking notes and minutes and coordinating and tracking action points. • Ensure that office documentation is prepared to the highest possible standard by monitoring and reviewing team work to ensure quality and accuracy, and issuing such documentation to relevant parties. • Drafting and issuing individual correspondence to be approved by line manager. • Prepare reports on programme and portfolio progress to key stakeholders, including status reports to inform Hospital Group decision-making. • Seek and co-ordinate information from key stakeholders in order to provide appropriate responses to queries, Parliamentary Questions, FOIs, etc, ensuring information gathered is comprehensive, accurate and available within relevant timeframes. • Ensure that all work is delivered within deadlines and that service levels are maintained, escalating matters where necessary. • Establish and maintain effective and efficient communication systems, ensuring that communications reach the intended audience in a timely fashion. • Develop and maintain filing and cataloguing systems. • Maintain confidentiality of documentation, records, etc.

Service delivery and improvement

- Support the Executive Team in the management and delivery of the IEHG Strategic Vision/Plan.
- Support the Executive Team in identifying and implementing best practice operational processes in order to optimise the use of resources.
- Build and maintain effective working relationships with key internal and external stakeholders, advising line manager on emergent issues.
- Implement agreed changes to administration of the service, encouraging and supporting staff where necessary.
- Make appropriate use of technology to advance the quality and efficiency of service provision.
- Assist with management of internal and external audit programmes where appropriate, based on agreed audit matrices, identifying and auctioning specific audit projects.
- Assist with all elements of project reporting, using templates to maintain reports on deliverables.

Customer service

- Promote and maintain a customer focused environment including monitoring efficiency of service provided by the team and notifying line manager of any deficiencies.

Resourcing

- Identify and effectively manage resources for own work, at all times controlling costs and seeking best value.
- Assist managers with preparing project budgets in accordance with national financial regulations, and assist with budgetary reporting and necessary communications.
- Co-operate and work in harmony with other teams and disciplines, ensuring effective and efficient support to the IEHG Executive.

Standards, policies, procedures and legislation

- Maintain knowledge of relevant employer policies, procedures, protocols and guidelines to perform the role effectively and to ensure current work standards are met.
- Maintain knowledge of relevant regulations and legislation, e.g. Health and Safety Legislation, Financial Regulations, Employment Legislation, FOI and Data Protection Acts, etc.
- Ensure consistent implementation of and adherence to procedures within own area of responsibility.
- Contribute to the formulation and review of IEHG strategies, policies, procedures and protocols by putting forward suggestions for consideration to line manager.

The above Job Description 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.

		Essential	
Person & Post Specification Criteria	Education, Qualifications and Experience	<p>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</p> <p style="text-align: center;">Or</p> <p>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.</p> <p style="text-align: center;">Or</p> <p>Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.</p> <p style="text-align: center;">Or</p> <p>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).</p> <p>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</p>	
	Desirable	Experience working in a similar role within a Healthcare setting is desirable but not essential.	
	Experience relevant to the role	Candidates must possess the requisite knowledge and ability, including a high standard of suitability and management ability), for the proper discharge of the office	
	Post Specific	<ul style="list-style-type: none"> Significant experience in the creation of 	

	<p>requirements</p>	<p>professional documents, presentations and reports;</p> <ul style="list-style-type: none"> • Significant experience in a role that has involved dealing with senior managers and other key internal and external stakeholders; • Experience of managing staff and supervising the workload of a busy office. • Access to appropriate transport to fulfil the requirements of the role as post may involve frequent travel. • A flexible approach to working hours is required in order to ensure deadlines are met. 	
	<p>Other requirements specific to the post</p>	<ul style="list-style-type: none"> • Full Clean Drivers Licence 	
	<p>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.</p> <p>Character Each candidate for and any person holding the office must be of good character</p>		
<p>Health & Safety</p>	<p>These duties must be performed in accordance with the hospital health and safety policy. In carrying out these duties the employee must ensure that effective safety procedures are in place to comply with the Health, Safety and Welfare at Work Act. Staff must carry out their duties in a safe and responsible manner in line with the Hospital Policy as set out in the appropriate department's safety statement, which must be read and understood.</p>		
<p>Skills and Competencies</p>	<p>Professional Knowledge & Experience <i>Demonstrate:</i></p> <ul style="list-style-type: none"> • Administrative experience in a healthcare setting. • An understanding of legislative and regulation framework which governs and operates in the IEHG/HSE. • Ability to develop own professional knowledge and expertise. • Knowledge of relevant legislation, regulations, guidelines. <p>Planning & Managing Resources <i>Demonstrate:</i></p> <ul style="list-style-type: none"> • Excellent organisational and time management skills, including prioritisation of work to meet objectives within agreed timeframes and achieve quality results. • Showing strong emphasis on producing work of a high standard. • Ability to manage deadlines and effectively handle multiple tasks. • The ability to work successfully in high pressure situations. • Flexibility, adaptability and openness to working effectively in a changing environment. 		

	<p>Evaluating Information, Problem Solving & Decision Making <i>Demonstrate:</i></p> <ul style="list-style-type: none"> • Flexibility, problem solving skills, including the ability to implement change. • Excellent analytical, problem solving and decision making skills. • Initiative in the resolution of complex issues. • Ability to evaluate complex information from a variety of sources, and make and communicate effective decisions. • Demonstrate the ability to work on own initiative. <p>Team Working & Leadership Skills <i>Demonstrate:</i></p> <ul style="list-style-type: none"> • Demonstrate leadership and team management skills • Demonstrate motivation and an innovative approach to the job within a changing working environment and the ability to motivate others • To provide administrative cover to the other members of the IEHG corporate team when required. <p>Commitment to a Quality Service <i>Demonstrate:</i></p> <ul style="list-style-type: none"> • 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. • Evidence of proactively identifying areas for improvement and the development of practical solutions for their implementation. <p>Communication & Interpersonal Skills <i>Demonstrate:</i></p> <ul style="list-style-type: none"> • Excellent interpersonal and communication skills to facilitate work with a wide range of individuals, groups and multiple stakeholders. • Providing information in a confident, logical and convincing manner. • Ability to give feedback to others and to relate information in a clear concise manner. • The ability to build and maintain relationships with colleagues and other stakeholders to assist in performing the role.
<p>Quality, Risk & Safety Responsibilities</p>	<p><i>It is the responsibility of all staff to:</i></p> <ul style="list-style-type: none"> • Participate and cooperate with legislative and regulatory requirements with regard to Quality, Risk and Safety. • Participate and cooperate with the IEHG Quality and Risk and Safety initiatives as required. • Participate and cooperate with internal and external evaluations of hospital structures, services and processes as required, including but not limited to: <ul style="list-style-type: none"> ➤ National Standards for Safer Better Healthcare

	<ul style="list-style-type: none"> ➤ National Standards for the Prevention and Control of Healthcare Associated Infections ➤ HSE Standards and Recommended Practices for Healthcare Records Management ➤ HSE Standards and Recommended practices for Decontamination of Reusable Invasive Medical Devices (RIMD) ➤ Safety audits and other audits specified by the HSE or other regulatory authorities. <ul style="list-style-type: none"> • To initiate, support and implement quality improvement initiatives in their area which are in keeping with the hospitals continuous quality improvement programme. <p><i>It is the responsibility of all managers to ensure compliance with regulatory requirements for Quality, Safety and Risk within their area/department.</i></p>
<p>Competition Specific Selection Process</p>	<p>Applicants will be shortlisted based on information supplied in the Application form. The criteria for short listing are based on the requirements of the post as outlined in the person & post specification section of this job specification.</p>
<p>How to Apply</p>	<p><i>Please complete the online Application Form and submit through our Rezoomo recruitment page.</i></p>
<p>Interviews</p>	<p>May 2020</p>
<p>The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.</p> <p>This job description 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.</p>	

Terms and Conditions of Employment	
Duration of post	Permanent and full time
Remuneration	Remuneration is in accordance with the salary scale approved by the Department of Health: The current salary scale is incremental and ranges from €42,773 to €51,375 (as at 01/09/19)
Annual Leave	<p>Annual leave and public holidays are granted in accordance with the provisions of the Organisation of Working Time Act, 1997.</p> <p>The annual leave entitlement for this grade, based on the standard hours of attendance is 30 days (exclusive of statutory public holidays) per completed year of service. You are entitled to pro-rata of this amount for periods of employment of less than one year.</p>
Working Week	<p>The standard working week applying to the post is 37 hours.</p> <p>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).</p>
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.
Pension	This is a pensionable position with the IEHG/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 01 st 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 31 st December 2004
Age	Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation Act, 2004).

	A candidate who is not classified as a new entrant must be under 65 years of age.
Protection of Persons Reporting Child Abuse Act 1998	This post is one of those designated in accordance with Section 2 of the Protection of Persons Reporting Child Abuse Act, 1998. You will remain a designated officer for the duration of your appointment in this post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. You will receive full information on your responsibilities under the Act on appointment.
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.
Pre-Employment Health Assessment	<p>What to expect following the interview stage :</p> <p>Prior to commencing in this role a person will be required to complete a form declaring their health status which is reviewed by the hospital's Occupational Health Service and if required undergo a medical assessment with this department. Any person employed 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.</p>
Validation of Qualifications & Experience	Any credit given to a candidate at interview, in respect of claims to qualifications, training and experience is provisional and is subject to verification. The recommendation of the interview board is liable to revision if the claimed qualification, training or experience is not proven.
References	Two written references from current and previous employers, educational institutions or any other organisations with which the candidate has been associated will be sought. The employer also reserves the right to determine the merit, appropriateness and relevance of such references and referees. You will be contacted to give names and contact details of referees.
Garda Vetting	Garda vetting for this role is essential. An employee will not take up employment until the Garda Vetting process has been completed and the Hospital Group is satisfied that such an appointment does not pose a risk to clients, service users and employees. You will be contacted post interview to complete a form, provide ID and engagement in the online Garda Vetting process