



<b>Job Title and Grade</b>	<b>Business/Service Manager, Grade VII</b> <i>Grade Code (0582)</i>
<b>Campaign Reference</b>	<b>25UHWMA2002</b>
<b>Closing Date</b>	<b>06.03.2025 @ 2pm</b>  <i>Applications received after this date and time will Not be accepted.</i>
<b>Proposed Interview Date (s)</b>	To be confirmed
<b>Taking up Appointment</b>	A start date will be indicated at job offer stage.
<b>Organisational Area</b>	Ireland East Hospital Group – HSE Dublin and South East
<b>Location of Post</b>	University Hospital Waterford incorporating Kilcreene Regional Orthopaedic Hospital, Dunmore Road, Waterford  A panel will be formed from this campaign to fill Permanent & Temporary approved posts at Business/Service Manager level in University Hospital Waterford.
<b>Informal Enquiries</b>	Ben O’Sullivan   General Manager University Hospital Waterford, Dunmore Road, Waterford, & Kilcreene Regional Orthopaedic Hospital, Ballycallan road, Kilkenny  Tel: 051 842421 Email: <a href="mailto:Ben.OSullivan2@hse.ie">Ben.OSullivan2@hse.ie</a>
<b>Details of Service</b>	University Hospital Waterford (UHW) is a Model 4 hospital and provides a broad range of acute and regional services to the population of the South East. It is one of the 8 National Cancer Centres, and is a designated teaching hospital of University College Cork and the Royal College of Surgeons of Ireland.  The following specialities are provided: <ul style="list-style-type: none"> <li>• Acute Psychiatry (Waterford/Wexford area)</li> <li>• Cancer surgery</li> <li>• Colposcopy Screening Unit</li> <li>• Critical Care</li> <li>• Dept of Anaesthesia</li> <li>• Designated Cancer Centre providing Haematology and Oncology inpatient and Day Services</li> <li>• Emergency Medicine</li> <li>• Cardiology including Cardiac Cath Lab, Dermatology, Endocrinology, Gastroenterology, Nephrology, Neurology, Respiratory and Rheumatology</li> <li>• Endoscopy</li> <li>• General Medicine including Medicine for the Elderly &amp; Acute Medicine</li> <li>• General Surgery, Urology, Breast, Colorectal, Vascular &amp; Trauma Surgery</li> <li>• Gynaecology and Obstetrics</li> <li>• Paediatric services including Regional Neonatal Intensive Care Unit</li> <li>• Palliative Care</li> <li>• Radiography including Interventional Radiology, MRI and C.T. Scanning Service.</li> <li>• Regional ENT and Ophthalmology</li> <li>• Regional Trauma &amp; Orthopaedics</li> <li>• Regional Laboratory Services</li> <li>• Regional Orthopaedic Trauma Services</li> </ul>

	<ul style="list-style-type: none"> <li>Sexual Assault Treatment Unit</li> </ul> <p>Kilcreene Orthopaedic Hospital is a small elective orthopaedic hospital in Kilkenny, which is under the governance of University Hospital Waterford.</p> <p>The Group's Primary Academic partner is University College Cork (UCC). A wide range of educational programmes and research is conducted within all the hospitals in the Group.</p>
<b>Reporting Relationship</b>	<p>The Business/Service Manager will report to the Operations Manager.</p> <p>They will have close working relationships with the Clinical Director and various Clinical Leads and Service Managers.</p>
<b>Purpose of the Post</b>	<p>Responsible for the business management function of the relevant Service post is assigned to within University Hospital Waterford.</p>
<b>Principal Duties and Responsibilities</b>	<p><b>Administration &amp; Operation</b></p> <ul style="list-style-type: none"> <li>Compilation of various reports and dissemination to the relevant Service</li> <li>Team including links to the SSWHG Group and Key Performance Indicators as laid out in the National Service Plan.</li> <li>Provides assurance on the standards of administrative support and healthcare information management in the relevant Service.</li> <li>Develop and implement the Directorate Business plan, including rolling replacement program and manpower projections.</li> <li>Supports the effective management and learning from patient feedback (compliments &amp; complaints).</li> <li>Required to attend various Hospital Group or National meetings representing the Relevant Service.</li> <li>Provide business support and expertise to staff in the clinical areas.</li> <li>Provide strategic and day to day business management within the Relevant Directorate, to support the assurance of effective patient centred care.</li> <li>Strong focus on compiling and analysing the key activity and performance statistics for the services.</li> <li>Liaison with the finance department, business case costings of initiatives undertaken in-house and with external service providers.</li> <li>Proactively contribute to the National Procurement process for new equipment based on specific UHW needs.</li> <li>To be responsible for identifying and promoting areas for development of clinical services and clinical support services as well as evaluating service demands and service provision.</li> <li>Work with and develop an in-depth knowledge of the departments operating and reporting systems.</li> <li>To be responsible for promoting a culture of excellence in the delivery of services and the attainment of accreditation where such approved processes exist, i.e. Irish National Accreditation Board (INAB), Health &amp; Social Care Professionals Council (CORU).</li> <li>Identify, develop and implement effective processes, informed by best practice, in order to optimise use of resources and to ensure compliance with statutory requirements and standards across all Health and Social Care departments within UHW.</li> <li>To lead the development and implementation of appropriate management and control systems that will improve responsibility and accountability throughout UHW.</li> <li>To take a lead role in the implementation of a performance management process that uses established management techniques, including logistics management, operations management and analytics to optimise the performance of departments and services.</li> <li>To continuously review operational processes departments with a view to ensuring efficiency and effectiveness while benchmarking against best practice in other centres.</li> </ul>

	<ul style="list-style-type: none"> <li>To develop effective and co-operative working relationships with other professional groups within the division.</li> </ul> <p><b>Human Resources / Supervision of Staff</b></p> <ul style="list-style-type: none"> <li>Employment Control Framework adherence and workforce planning across the directorate.</li> <li>Review the conduct and completion of assignments of other staff in accordance with the operational plan and expected quality standards.</li> <li>Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships.</li> <li>Identify and agree training and development needs of the team and design plans to meet those needs.</li> </ul> <p><b>Standards, regulations, policies, procedures &amp; legislation</b></p> <ul style="list-style-type: none"> <li>Contribute to the development of policies and procedures for own area.</li> <li>Effectively discharge the day to day operations, including compliance with HSE Financial regulations and all HSE policies and procedures.</li> <li>Assess and analyse compliance with National and EU legislative obligations, and national policies and procedures.</li> <li>Ensure accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility.</li> <li>Maintain own knowledge of relevant policies, procedures, guidelines and practices to perform the role effectively and to ensure standards are met by own team.</li> <li>Maintain own knowledge of relevant regulations and legislation e.g. HSE Financial Regulations, Health &amp; Safety legislation, Employment legislation, FOI Acts etc.</li> <li>Pursue continuous professional development in order to develop management expertise and professional knowledge.</li> <li>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 and comply with associated HSE protocols for implementing and maintaining these standards.</li> <li>Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.</li> </ul> <p><b>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.</b></p>
<p><b>Eligibility Criteria</b></p> <p><b>Qualifications and/ or experience</b></p>	<p><b><i>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</i></b></p> <p>(a) Eligible applicants will be those who on the closing date for the competition:</p> <p>(i) Have satisfactory experience in an office under 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 at a level not lower than that of Grade IV (or equivalent)</p> <p style="text-align: center;"><b>And</b></p> <p>(ii) Have not less than two years satisfactory experience either in that office or in an office at a level not lower than that of 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;"><b>And</b></p> <p>(b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.</p> <p><b>Health</b> 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><b>Character</b> Each candidate for and any person holding the office must be of good character.</p> <p><i>* A list of 'other statutory health agencies' can be found <a href="#">here</a>.</i></p>
<b>Post Specific Criteria</b>	<ol style="list-style-type: none"> <li>1. Demonstrate experience of operational planning in administering, managing and delivering Services and include an example on a piece of work you were the Lead on from start to finish.</li> <li>2. Demonstrate experience of working in a healthcare setting which has involved interacting in a professional manner with Senior Management and other key internal and external stakeholders e.g. public representatives; National Directors; Department of Health; representative bodies; Clinicians; Clinical Directors; Multi-Disciplinary Teams; service users etc</li> <li>3. Demonstrate experience of analysing and collating large volumes of data and producing reports and Business Cases; Proposal, Reports, KPI's etc</li> </ol>
<b>Other requirements specific to the post</b>	<p>Flexibility in relation to working hours to meet the requirements of the role. Access to appropriate transport to fulfil the requirements of the role.</p>
<b>Skills, competencies and/or knowledge</b>	<p><b><u>Professional Knowledge &amp; Experience</u></b> <b><i>Demonstrate:</i></b></p> <ul style="list-style-type: none"> <li>• Knowledge and experience of operational planning to manage and deliver a complex service.</li> <li>• Good understanding of the nature and complexity of acute hospital services i.e. Hospital and Multi-Disciplinary Teams; S/SWHG Group; Slainte Care; Integrated Care; NTPF; Waiting List Management; National KPI's; Service Plan; Directorate Structure.</li> <li>• Knowledge of the health service including knowledge of HSE Reform / Slaintecare.</li> <li>• Knowledge and understanding of financial management including ensuring value for money.</li> <li>• Excellent MS Office skills to include, Word, Excel and PowerPoint.</li> <li>• Knowledge and experience of using an email system effectively e.g. Outlook, Lotus Notes.</li> </ul> <p><b><u>Communications &amp; Interpersonal Skills</u></b> <b><i>Demonstrate:</i></b></p> <ul style="list-style-type: none"> <li>• Effective verbal communication skills, delivering complex information clearly, concisely and confidently</li> <li>• Excellent written communication skills including strong report writing and presentation skills</li> <li>• Excellent communication and interpersonal skills in order to deal effectively with a wide range of stakeholders.</li> </ul> <p><b><u>Planning &amp; Organising and Delivery of Results</u></b> <b><i>Demonstrate:</i></b></p> <ul style="list-style-type: none"> <li>• The ability to successfully manage a range of different projects and work activities concurrently, utilising computer technology effectively and assigning work to others as appropriate to meet strict deadlines</li> <li>• The ability to proactively identify areas for improvement and to develop practical solutions for their implementation</li> </ul>

	<ul style="list-style-type: none"> <li>• The ability to embrace change and adapt local work practices accordingly by finding practical solutions to issues arising and implementing them accordingly within agreed timelines ensuring appropriate monitoring e.g KPI's</li> <li>• The ability to use resources effectively to improve efficiencies where appropriate</li> </ul> <p><b><u>Evaluating Information, Problem Solving &amp; Decision Making</u></b>  <b><i>Demonstrate:</i></b></p> <ul style="list-style-type: none"> <li>• Excellent analytical, problem solving and decision making skills</li> <li>• The ability to quickly grasp and understand complex issues and the impact on service delivery and Quality Patient Care</li> <li>• The ability to confidently explain the rationale behind decisions when faced with opposition</li> <li>• Ability to make sound decisions with a well-reasoned rationale and to stand by these</li> <li>• Initiative and flexibility in the resolution of complex issues both Clinical and Non Clinical</li> </ul> <p><b><u>Building and Maintaining Relationships including Teamwork &amp; Leadership Skills</u></b>  <b><i>Demonstrate:</i></b></p> <ul style="list-style-type: none"> <li>• The ability to build and maintain relationships with colleagues and other stakeholders and to achieve results through collaborative working</li> <li>• The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment</li> <li>• The ability to lead the team by example, coaching and supporting individuals as required.</li> <li>• Flexibility, adaptability and openness to working effectively in a changing environment</li> </ul> <p><b><u>Commitment to a Quality Service</u></b>  <b><i>Demonstrate:</i></b></p> <ul style="list-style-type: none"> <li>• Evidence of incorporating the needs of the service user into service delivery</li> <li>• Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers</li> <li>• Commitment to developing own knowledge and expertise</li> <li>• 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</li> </ul>
<p><b>Campaign Specific Selection Process</b></p> <p><b>Ranking/Shortlisting / Interview</b></p>	<p>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.</p> <p><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></p> <p>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.</p>
<p><b>Code of Practice</b></p>	<p>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".</p>

	Codes of practice are published by the CPSA and are available on <a href="http://www.hse.ie/eng/staff/jobs">www.hse.ie/eng/staff/jobs</a> in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on <a href="http://www.cpsa.ie">www.cpsa.ie</a> .
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The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.

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.



**Business/Service Manager, Grade VII  
Terms and Conditions of Employment**

<b>Tenure</b>	<p>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.</p> <p>Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointment) Act 2004.</p>
<b>Remuneration</b>	<p>The Salary scale for the post as of 01.10.2024 is:</p> <p>€58,254; €59,676; €61,339; €63,008; €64,682; €66,177; €67,700; €69,182; €70,654; <b>€73,186; €75,728 LSIs</b></p>
<b>Working Week</b>	<p>The standard working week applying to the post is 35 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 16<sup>th</sup> 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>
<b>Annual Leave</b>	<p>The annual leave associated with the post will be confirmed at job offer stage.</p>
<b>Superannuation</b>	<p>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 01<sup>st</sup> 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<sup>st</sup> December 2004</p>
<b>Probation</b>	<p>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.</p>
<b>Health &amp; Safety</b>	<p>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).</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> <li>• Developing a SSSS for the department/service<sup>1</sup>, 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.</li> <li>• 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.</li> </ul>

<sup>1</sup> A template SSSS and guidelines are available on the National Health and Safety Function/H&S web-pages

	<ul style="list-style-type: none"><li>• Consulting and communicating with staff and safety representatives on OSH matters.</li><li>• Ensuring training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee.</li><li>• Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures<sup>2</sup>.</li><li>• Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.</li><li>• Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.</li></ul> <p><b>Note:</b> Detailed roles and responsibilities of Line Managers are outlined in local <b>SSSS</b>.</p>
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<sup>2</sup> See link on health and safety web-pages to latest Incident Management Policy