

**Grade VII Business Manager to the Group Director of Human Resources**

**Saolta University Health Care Group**

**Job Specification and Terms and Conditions**

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| **Job Title and Grade** | Grade VII - Business Manager to the Group Director of Human Resources, Saolta University Health Care GroupGrade Code 0582 |
| **Campaign Reference** | **HBS05862** |
| **Closing Date** | 28th February 2018 @ 12 Noon |
| **Proposed Interview Date(s)** | Week Commencing 16th April 2018  |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Organisational Area** | Saolta University Health Care Group |
| **Location of Post** | Saolta University Health Care Group - initial assignment will be to the Group headquarters in Galway though the successful candidate currently may be required to work in any service area within the vicinity as the need arises.A panel may be created for GVII Business Manager to the Group Director of HR, Saolta University Health Care Group, from which permanent and specified purpose vacancies of full or part time duration may be filled. |
| **Informal Enquiries** | Mr John Shaughnessy, Group Director of Human Resources, Saolta University Health Care Group. Email: john.shaughnessy@hse.ie Tel: 091 544066 |
| **Details of Service** | Saolta University Health Care Group is one of seven new hospital groups announced by the then Minister for Health, Dr. James Reilly TD in May, 2013, as part of a re-organisation of public hospitals into more efficient and accountable hospital groups that will deliver improved outcomes for patient. The Saolta University Health Care Group comprises of 7 hospitals:* Letterkenny University Hospital
* Sligo University Hospital
* Mayo University Hospital
* Roscommon University Hospital
* Portiuncula University Hospital
* Merlin Park University Hospital Galway
* University Hospital Galway

The Group has one overall Group Management Team, turnover of €820 million and operates with 1,781 beds and staffing of 8,686 WTEs and a headcount of 10,130.The objectives of the groups are to:* Achieve the highest standard of quality and uniformity in care across the group
* Deliver cost effective hospital care in a timely and sustainable manner
* Encourage and support clinical and managerial leaders
* Ensure high standards of governance, both clinical and corporate and recruit and retain high quality nurses, NCHDs, consultants, allied health professionals and administrators in all our hospitals.

There is an evolving Group governance structure with 4 Clinical Directorates which manage the clinical specialities across each site:* Medicine
* Perioperative
* Laboratory
* Radiology
* Women and Children’s

Each Directorate has a set of key performance indicators to improve quality, drive performance, and ensure efficiency. The Group provides a range of high quality services for the catchment areas it serves and GUH is a designated supra-regional cancer service provider meeting the needs of all the counties along Western seaboard and towards the midlands from Donegal to North Tipperary. Saolta University Health Care Group aims to meet its service plan targets. Its priority is to implement the national clinical care programmes across the Group and establish a performance management culture with the development of Key Performance Indicators.**Vision**The formation of the hospitals groups, which will transition to independent hospital trusts, will change how hospitals relate to each other and integrate with the academic sector. Over time, the Group will deliver:* Higher quality service
* More consistent standards of care
* More consistent access to care
* Stronger leadership

Greater integration between the healthcare agenda and the teaching, training, research and innovation agendaOur Academic Partner is the National University of Ireland, Galway and we are developing further international partnerships in the UK and the USA” |
| **Mission Statement** | Patients are at the heart of everything we do. Our mission is to provide high quality and equitable services for all by delivering care based on excellence in clinical practice, teaching, and research, grounded in kindness, compassion and respect, whilst developing our staff and becoming a model employer.**OUR VISION STATEMENT** Our Vision is to build on excellent foundations already laid, further developing and integrating our Group, fulfilling our role as an exemplar, and becoming the first Trust in Ireland.**OUR GUIDING VALUES** **Respect** - We aim to be an organisation where privacy, dignity, and individual needs are respected, where staff are valued, supported and involved in decision-making, and where diversity is celebrated, recognising that working in a respectful environment will enable us to achieve more. **Compassion** - we will treat patients and family members with dignity, sensitivity and empathy.**Kindness** - whilst we develop our organisation as a business, we will remember it is a service, and treat our patients and each other with kindness and humanity. **Quality** – we seek continuous quality improvement in all we do, through creativity, innovation, education and research. **Learning** - we will nurture and encourage lifelong learning and continuous improvement, attracting, developing and retaining high quality staff, enabling them to fulfil their potential. **Integrity** - through our governance arrangements and our value system, we will ensure all of our services are transparent, trustworthy and reliable and delivered to the highest ethical standards, taking responsibility and accountability for our actions. **Teamworking** – we will engage and empower our staff, sharing best practice and strengthening relationships with our partners and patients to achieve our Mission. **Communication** - we aim to communicate with patients, the public, our staff and stakeholders, empowering them to actively participate in all aspects of the service, encouraging inclusiveness, openness, and accountability.*These Values shape our strategy to create an organisational culture and ethos to deliver high quality and safe services for all we serve and that staff are rightly proud of.*  |
| **Reporting Relationship** | Reports to the Group Director of Human Resources  |
| **Purpose of the Post**  | The Business Manager is a pivotal role within Saolta University Health Care Group and central to the change process. He/she will assist the Group Director of HR in leading change to the Human Resources functions across the Group. He/she will provide a high level of expertise and knowledge in HR as well as contributing to the overall mission, vision, values and strategy of the Group.The post holder will support the Director of HR and represent the Director of HR in certain matters pertaining to this area of responsibility as directed and delegated from time to time. |
| **Principal Duties and Responsibilities** | * The person holding this post is required to support the principle that the care of the patient comes first at all times and will approach their work with the flexibility and enthusiasm necessary to make this principle a reality for every patient to the greatest possible degree.
* Maintain throughout the Group awareness of the primacy of the patient in relation to all activities.
* To act for and represent the Group Director of HR in matters pertaining to their area of responsibility as directed and delegated by him/her from time to time.
* To continuously review and evaluate the efficiency of the Human Resources services at Saolta.
* To assist in overseeing the operational Group Human Resources functions as required.
* To assist in the preparation of reports for the Group’s various management fora.
* To support General Managers in the implementation of the Employee Engagement survey actions
* To act as HR Representative on Directorates as required as they move to Clinical Business Unit Structure.
* To assist with Project Management Office work which involves HR inputs
* To coordinate and prepare responses in consultation with Group Director of HR to PQs, media queries, Freedom of Information, Data Protection, HSE, Departmental and other queries and to work closely with colleagues in related areas in ensuring a timely and accurate response to all such matters.

**HR Strategy:** * To support the implementation of the Strategic Plan for the Group’s HR function (HR Strategy).
* To assist in implementing the National HR Strategy across the Saolta Group
* Support the translation of the Group HR Strategy into operational success.
* Assist in the review of current HR practices and initiatives across the Group to ensure they are in keeping with current corporate management processes and the Group’s business strategies.
* Where necessary, assist in the introduction and implementation of policies and procedures that are in line with strategic objectives and comply with statutory requirements.

**Management of HR Teams across the Group:** * Assist in building and developing a HR Management Team that will engage with line managers and staff to implement leading-edge initiatives across the Group.
* Ensure the day to day activities and associated resources of the Group are managed so that a first class patient-focused service is delivered.
* Assist in the development of the Annual Group HR Service Plan.

**Performance Management:** * Performance management systems are part of role and you will be required to participate in the Group’s performance management programme
* Ensure policies are in place to monitor progress and specific targets are set and achieved.
* With the Director of HR, continuously review HR processes to ensure efficiency and effectiveness with particular emphasis on benchmarking against contemporary best practices.
* Implement the decisions and policies of the Group Management Team expeditiously within budget and report on their implementation as required.

**Employer of Choice:** * Assist the Director of HR in leading the Group’s vision to be an ‘employer of choice’ in the health service.
* Enhance the quality of patient care and improve both staff and patient satisfaction by recruiting and selecting the best available employees and developing them to achieve their potential.
* With the Director of HR, plan and promote open communications throughout the Group and create a culture of respect for staff with a sense of value and empowerment.

**Employee Relations:** * Assist the Group Director of HR in developing and maintaining partnerships and working relationships with Trade Unions and taking an active role in the Group’s Joint Union Management Forum.
* Influence the evolution of HR management throughout the Group by taking a proactive role with respect to efficiency initiatives and other employment relations issues.
* Assist the Group Employee Relations Manager and the Hospital HR Managers in researching and managing employee relations issues.
* Developing and delivering, in partnership with the Group Employee Relations Manager and Hospital HR Managers, key education programmes for Line Managers on the implementation and operation of key people management skills (Having Difficult Conversations, Dignity at Work Policy, Attendance Management etc.).
* To assist site HR Departments outside of Galway in some of their generic and employee relations activities

**Organisation Development****Change Management:** * To develop and implement an on-going Organisation Development programme for HR services in Saolta.
* Assist the Director of HR to implement organisational change initiatives across the Group.
* Contribute to the drafting and implementation of an Organisational Development strategy including workforce planning and workforce development.

**Workforce Development:** * To lead the development and implementation of staff development programmes as required.
* Devise and implement, with the Director of HR, a comprehensive workforce development plan to ensure staff are skilled and take part in continuous professional development activities required for their role.
* This plan should consider succession planning requirements as well as the delivery of education, training and development requirements in a cost effective manner.
* To assist in finding a way to improve uptake of mandatory training amongst staff across the Group

**Partnerships:** * Develop and maintain partnerships with other health care organisations, the Department of Health, the Health Service Executive and other funding agencies and educational establishments such as the National University of Ireland Galway, the regional Institutes of Technology (Letterkenny, Sligo and Galway-Mayo) and other institutions.

**KPI’s*** The implementation of Key Performance Indicators (KPIs) which are congruent with the Group’s service plan targets.
* The development of Action Plans to address KPI targets.
* Support the promotion of a Performance Management culture.
* In conjunction with the Director of HR, assist in the development of a Performance Management system for HR professionals.
* Promote across the Group and its HR sections, the management and delivery of KPIs as a routine and core business objective.

**PLEASE NOTE THE FOLLOWING GENERAL CONDITIONS:*** Employees must attend fire lectures periodically and must observe fire orders.
* All accidents within the Department must be reported immediately.
* Infection Control Policies must be adhered to.
* In line with the Safety, Health and Welfare at Work Act, 2005 all staff must comply
* with all safety regulations and audits.
* In line with the Public Health (Tobacco) (Amendment) Act 2004, smoking within the Hospital Building is not permitted.
* The Group’s Uniform and Dress code must be adhered to.
* Provide information that meets the need of Senior Management.
* To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**Risk Management, Infection Control, Hygiene Services and Health & Safety*** The management of Risk, Infection Control, Hygiene Services and Health and Safety is the responsibility of everyone and will be achieved within a progressive, honest and open environment.
* The post holder must be familiar with the necessary education, training and support to enable them to meet this responsibility.
* The post holder has a duty to familiarise themselves with the relevant Organisational Policies, Procedures and Standards and attend training as appropriate in the following areas:
	+ Continuous Quality Improvement Initiatives
	+ Document Control Information Management Systems
	+ Risk Management Strategy and Policies
	+ Hygiene Related Policies, Procedures and Standards
	+ Decontamination Code of Practice
	+ Infection Control Policies
	+ Safety Statement, Health & Safety Policies and Fire Procedure
	+ Data Protection and confidentiality Policies
* The post holder is responsible for ensuring that they become familiar with the requirements stated within the Group’s Risk Management Strategy and that they comply with the Group’s Risk Management Incident/Near miss reporting Policies and Procedures.
* The post holder is responsible for ensuring that they comply with hygiene services requirements in your area of responsibility. Hygiene Services incorporates environment and facilities, hand hygiene, catering, cleaning, the management of laundry, waste, sharps and equipment.
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, Garda Vetting requirements, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etcand comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
* The post holder must foster and support a quality improvement culture throughout your area of responsibility in relation to hygiene services.
* It is the post holder’s specific responsibility for Quality and Risk Management, Hygiene Services and Health and Safety, which will be clarified to you in the induction process and by your line manager.
* The post holder must take reasonable care for his or her own actions and the effect that these may have upon the safety of others.
* The post holder must cooperate with management, attend Health and Safety related training and not undertake any task for which they have not been authorised and adequately trained.
* The post holder is required to bring to the attention of a responsible person any perceived shortcoming in our safety arrangements or any defects in work equipment.
* It is the responsibility of the post holder to be aware of and comply with the HSE Health Care Records Management/Integrated Discharge Planning (HCRM/IDP) Code of Practice.

**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.**  |
| **Eligibility Criteria****Qualifications and/ or experience** | ***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**** 1. Eligible applicants will be those who on the closing date for the competition:

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|  | 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)andhave not less than two years satisfactory experience either in that officer 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 |

and* 1. 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.**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 on the first day of the month in which the latest date for receiving completed application forms for the office occurs. |
| **Post Specific Requirements** | * Significant experience of working in a HR role that has involved dealing with HR matters e.g. recruitment, industrial relations, training and development etc.
* Experience of delivering change projects involving multiple stakeholders
* Experience of managing competing priorities and deadlines, where the ability to analyse and interpret information to make decisions quickly and accurately is required, as relevant to the role.
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| **Other requirements specific to the post** | Flexibility as regards working hours to meet the demands of the postAccess to appropriate transport to fulfil the requirements of the role as post may involve travel across sites. |
| **Skills, competencies and/or knowledge** | **Knowledge and Professional Knowledge***Demonstrate:** Expert knowledge of HR policies and procedures within the HSE and the ability to appropriately advise and support managers to implement these policies in a fair and consistent manner.
* Knowledge of Employment Legislation as it relates to the People Management Legal Framework.
* Knowledge of Government policy on public sector pay, HSE People Strategy, public service agreements etc.
* Experience of working with multidisciplinary teams at clinical and administrative level
* A working knowledge of relevant IT systems
* Evidence of project management skills encompassing all streams of work appropriate to Human Resources
* Knowledge of relevant standards, policies and legislation - for example Health and Safety, Freedom of Information Act 1997,Data Protection, Childcare Act, HIQA Standards.
* Strong skills in computer software such as Microsoft Office, Word, Excel, and PowerPoint etc.

**Planning & Organising and Delivery of Results***Demonstrate:** 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
* The ability to proactively identify areas for improvement and to develop practical solutions for their implementation
* The ability to embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring the team knows how to action changes
* The ability to use resources effectively, challenging processes to improve efficiencies where appropriate

**Building and Maintaining Relationships including Leadership & Teamwork***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 practises in a challenging environment within existing resources

**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 decision when faced with opposition
* Ability to make sound decisions with a well-reasoned rationale and to stand by these
* Initiative in the resolution of complex issues

**Communication & Interpersonal** *Demonstrate:** Effective verbal communication skills, delivering complex information clearly, concisely and confidently
* Excellent written communication skills including strong report writing and presentation skills
* A high level of interpersonal and communication skills including negotiation skills, conflict resolution and the ability to build and maintain relationships with a 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 customers
* 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
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| **Campaign Specific Selection Process****Ranking/Short-listing/ Interview** | A ranking and or short-listing exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or short-listing 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. Failure to include information regarding these requirements may result in you not being called forward 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. |
| **Code of Practice** | The Health Service Executive / Public Appointments Service 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”.Codes of practice are published by the CPSA and are available on [www.hse.ie/eng/staff/jobs](http://www.hse.ie/eng/staff/jobs) in the document posted with each vacancy entitled “Code of Practice, information for candidates” or on [www.cpsa.ie](http://www.cpsa.ie). |
| 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.definitive nor restrictive and is subject to periodic review with the employee concerned. |



**Grade VII - Business Manager to the Director of Human Resources**

**Terms and Conditions of Employment**

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| **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 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration**  | The Salary scale for the post is:€48,495, €49,678, €51,064, €52,452, €53,847, €55,091, €56,359 €57,592, €58,816, €60,926, €63,041 (01/01/2018) |
| **Working Week** | The standard working week applying to the post is 37 hours 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). |
| **Annual Leave** | The annual leave associated with the post will be confirmed at job offer 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 at 31st December 2004. . |
| **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. |
| **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. |
| **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/service[[1]](#footnote-1), 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.
* 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.
* Consulting and communicating with staff and safety representatives on OSH matters.
* Ensuring a training needs 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 appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2).
* 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.  |

1. A template SSSS and guidelines are available on the National Health and Safety Function/H&S web-pages [↑](#footnote-ref-1)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-2)