

## **Job Description and Person Specification**

**Directorate Business & Operations Manager  
Medicine / Emergency Medicine  
(Grade VIII)  
Permanent Vacancy**

**Reference: HR25E247**

**Closing Date for Applications: 16<sup>th</sup> of October 2025  
Interview Date: TBC**

HR Business Services,  
St Vincent's University Hospital,  
Elm Park,  
Dublin 4.

Contact: +353 (1) 221 6062 or [recruitment@svuh.ie](mailto:recruitment@svuh.ie)

**Overview:**

The 'Directorate Business & Operations Manager – Medicine / Emergency Medicine' will work closely with all Clinical Directorates with specific reporting relationship to the Director of Operations Deputy (DOO).

This role will focus on the development of the Ireland East agenda to optimise patient care within a clear clinical and corporate governance structure.

This role will provide the specialised support, advice and performance monitoring for the Clinical Directorate structure in SVUH. Key duties will include business analysis of daily, weekly and monthly performance activity to identify capacity constraints and facilitate effective capacity planning.

Potential candidates should have broad Healthcare experience at a senior level and previous direct project and financial planning experience would be desirable.

The post holder will play an integral role in providing support to the Deputy DOO to ensure that these central elements of SVUH service can be optimised for the benefit of patients.

This role provides the business support and management function for SVUH. Key duties of the role are the analysis and assessment of daily, weekly and monthly bed occupancy, performance data and KPI's to identify capacity constraints and facilitate effective capacity planning.

**Job title / Grade:** Directorate Business & Operations Manager  
– Medicine / Emergency Medicine (Grade VIII Officer)

**Reports to:** Deputy Director of Operations

**Key Working Relationships:** Clinical Leads and MDT across the scheduled and unscheduled care spectrum  
Deputy Director of Operations  
Clinical Director of Medicine & Emergency Medicine  
Clinical Directorate Nurse Manager  
Head of Clinical Support

**Key Duties and Responsibilities**

- To work with the Deputy DOO to develop a strategic approach to patient centred access in line with national performance targets.
- To ensure that the Deputy DOO is fully supported in monitoring and reporting performance that aligns with the strategic service and operational plans in SVUH.
- To work closely with the relevant Hospital Directorates, Clinical Directorates, and external organisations to develop and progress the implementation of business plans to improve patient care and access.
- Develop and implement robust and effective planning and control systems to monitor and assure performance of the Medicine / Emergency Medicine Directorate.
- Assist the Deputy DOO to oversee and co-ordinate the operations functions and activities of the Medicine / Emergency Medicine Directorate.
- Support Directorate Management Team to ensure the optimum use of resources to establish and maintain effective management processes which ensure financial and headcount control.

## **Essential Job Functions and Performance Standards:**

### **Leadership and Strategic Direction**

- Coordinate the operational functions and activities of the Clinical Directorate.
- To analyse data supporting an evidence-based approach to the management of scheduled and unscheduled care.
- To develop and progress opportunities and expand clinical services to address the needs of the SVUH population in the context of Ireland East.
- Liaise collaboratively with Ireland East hospitals to develop a regional approach to capacity management and to improve patient access.
- Communicate and work with individual Hospital Directorates to understand challenges in managing efficient throughput.
- Support the development of regional operational plans in partnership with other agencies within the Ireland East Hospital Group.

### **Operational Management and Service Delivery**

- Proactively work to develop a performance culture in the Hospital and take a lead role in putting in place a performance management system and performance improvement initiatives.
- Participate in the development, implementation and evaluation of performance improvement initiatives.
- Undertake business analysis on a daily, weekly and monthly basis on performance for internal and external reports.
- Support the management team with the development of annual service and operational plans.
- Liaise with HSE, NCCP, DOH and other key stakeholders in progressing SVUH initiatives.
- Support the implementation of national initiatives designed to drive the HSE reform agenda.
- Develop appropriate communication arrangements with key internal and external stakeholders.
- Maintain effective communications with all teams within the Directorate model and with the wider organisation in relation to all aspects of the service plan, processes and organisation developments.
- To communicate relevant information to Senior Management, Clinicians, Healthcare Professionals and other staff internally and externally as appropriate.
- To ensure that the vision, strategy, goals and progress towards agreed goals are clearly and consistently communicated in the context of the Clinical Directorate Model and across the organisation.
- To develop and maintain effective partnership working with external organisations and other stakeholders as appropriate.
- Planning, coordinating, managing and leading priority projects as part of the Directorate Management Team.
- To represent the Hospital as required and ensure the Hospital's objectives are shared with relevant stakeholders.

## **Quality Management**

- Encourage a culture of staff involvement, openness, innovativeness and creativeness to facilitate the introduction of service developments.
- To ensure appropriate stakeholder involvement in projects and to ensure that there are mechanisms to seek feedback to improve services.
- Ensure that the Health, Safety and Welfare of staff, patients and members of the public is monitored in accordance with policy within service areas.
- Maintaining awareness on the requirement for a safe environment for employees and visitors.
- To be responsible for reinforcing to the MDT's the need for high standards data quality in service areas.
- Work closely with the Clinical Directorates Teams in determining information needs and ensuring appropriate timely data collection mechanisms are established to support capacity and demand analysis.
- Reinforce and actively promote data quality and integrity across the division, ensuring that data generated is an accurate reflection of division activity.
- Foster an open, positive, proactive quality environment to underpin good staff and public relations.
- Compliance with data protection legislation and the Hospital's policy on confidentiality.

## **Human Resources and Organisational Development**

- Promoting best practice and cohesive team work in the Directorate.
- To provide leadership and direction for staff within the Medicine / Emergency Medicine Directorate's Clinical Administration services which results in the delivery of effective, efficient and quality assured services across the Hospital.
- To oversee training and development of staff.
- Ensure that all duties are conducted in a professional and confidential manner.
- Liaise with the Human Resources Directorate to coordinate recruitment initiatives aimed at attracting and retaining staff.
- Ensure staff responsibilities and objectives are clearly defined and understood and that job descriptions and person specifications are up-to-date.
- Create and promote open communication and healthy working relationships within the Directorate and with other Directorates.
- Be responsible for people management activities and the introduction and maintenance of management tools and initiatives such as Absence Management, Performance Management, Personal Development Planning, Continuous Professional Development and Learning Needs Analysis etc.
- Promote and monitor the uptake of continuous professional development planning for staff and meet targets for full compliance.

- Manage staff performance, grievance, disciplinary and other issues within the context of the organisations HR policies and procedures.

#### Information Technology

- Effectively utilise management information for problem solving and decision making
- Ensure data quality and integrity, ensuring that data generated is an accurate reflection of the Directorate activity.
- Ensure that the most effective and efficient use of developments in information technology to support further integration and the Clinical Directorate Model.

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. This document must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis.

The Hospital Structure is currently under review and therefore, reporting relationships may change.

#### Informal Enquiries or Role Specific Enquiries:

Ms Karen Donohoe, Deputy Director of Operations, [kdonohoe@svhg.ie](mailto:kdonohoe@svhg.ie) +353 (1) 2216058

#### Person Specification

Factors	Essential	Desirable
Experience	Relevant third level and/or professional qualification in a health related field.	Masters' Level qualification in relevant field.
Professional Knowledge	Broad Healthcare experience at a senior level working with groups.	Previous direct project and financial planning experience.
Core Competencies	<u>Managing the service</u> Knowing the health service and how it works. Planning and managing resources. Evaluating information and judging situations. Setting standards to be proud of. Delivering quality and fairness for service-users.  <u>Managing people</u> Influencing people and events. Managing individual performance. Being the communication channel. Creating team spirit. Supporting personal development. Managing yourself.	

	Being a role model. Maintaining composure and quality of working life.  <u>Managing change</u> Integrating the service. Embracing the change agenda.	
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#### Particulars of Office:

**The appointment is:** Whole-time, Permanent, Pensionable

**Annual Salary:** as at 01/03/2025 PSPP Grade VIII Officer:

1	2	3	4	5	6	7
81,444	82,175	85,389	88,616	91,818	95,033	98,231

These particulars are subject to change in line with overall public pay policy.

\*Candidates should expect to be appointed on the minimum of the salary range and in accordance with the Department of Finance guidelines.

**Probationary Period:** The appointee shall hold office for a probationary period of six months – The Hospital's Probation and Induction policy will apply.

**Pension Scheme:** The candidate will be entered into one of the Hospital Superannuation Schemes.

**Working Hours:** The person appointed will work a basic 35 hour week. You will be required to work the agreed roster / on call arrangements advised to you by your line manager. Your contracted hours of work are liable to change between the hours of 8am – 8pm over seven days to meet the requirements for the extended day services in accordance with the terms of the Framework Agreement. (Reference HSE HR Circular 003/2009). Flexibility on hours of attendance in response to service needs will be a requirement.

**Annual leave entitlement:** 30 days per annum pro rata each year. Annual leave accrued must be taken within the duration of the contract or calendar year and as agreed between the candidate and the Head of Department.

#### Additional Information

##### Confidentiality:

During the course of employment staff may have access to, or hear information concerning the medical or personal affairs of patients, students, staff and / or other health service business. Such records and information are strictly confidential and unless acting on the instruction of an authorised officer, such information must not be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

##### Hygiene:

During the course of employment staff are required to ensure that the Hospital's hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital's Hygiene processes. Hygiene is a fundamental component of St. Vincent's University Hospital's quality system to ensure the safety and wellbeing of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

**Policies / Legislation:**

All Hospital policies and procedures form an integral part of an employment contract and may be subject to update and revision, from time to time, in consultation with union representatives as appropriate. Employees are required to comply with all hospital policies, procedures (e.g. Dignity at Work, Trust in Care, Computer Usage Policy) and the Hospital's ethical codes of practice.

Employees are required to abide by the hospital's code of behaviour and the code of practice as defined by their relevant professional body.

**Protected Disclosure Policy:**

See link below for more information on our Protected Disclosure Policy as per the Protected Disclosure (Amendment) Act 2022;

[Protected Disclosures - St. Vincent's University Hospital \(stvincents.ie\)](http://stvincents.ie)

**Please note the following:**

- The Hospital Board is not responsible for loss or theft of personal belongings.
- Fire orders must be observed and staff must attend the fire lectures periodically.
- All accidents within the department must be reported immediately.
- In line with the Safety, Health and Welfare at Work Act (2005), smoking within the Hospital building is not permitted.
- All staff are advised to avail of Hepatitis B Vaccination with Occupational health.
- The use of personal mobile phones is prohibited.
- St. Vincent's University Hospital buildings and grounds are **smoke-free**.

**Application Process:** St. Vincent's University Hospital is an equal opportunities employer and is committed to promoting an environment free from discrimination in accordance with the Employment Equality Acts 1998 and 2004. The Hospital values diversity and recognises the benefits of having a workforce that reflects the community we serve. We are committed to equality of access to positions within the Hospital. All recruitment activity and documentation will encourage applications from all potential candidates without discrimination.

Interested candidates should apply for vacancies of interest by visiting the Hospital Careers pages: <http://www.stvincents.ie/Home/Careers.html>

- Note the closing date(s) for the submission of on-line applications are specified on the list of vacancies. St. Vincent's University Hospital are not able to accept late applications.
- It is the applicant's responsibility to ensure that they apply well in advance of the closing date.
- Any applications which are still in progress but have not been submitted after the closing date will not be registered by our Web Recruitment System.
- Applications for St. Vincent's University Hospital job vacancies will only be accepted through our Web Recruitment System.
- St. Vincent's University Hospital may only take into account technical issues raised by an applicant if advised to our Human Resources Department prior to the advertised closing date.

**Non-European Economic Area Applicants:** While St. Vincent's University Hospital is an equal opportunities employer, in line with current Department of Jobs, Enterprise and Innovation Employment Permit requirements, applications from non-European Economic Area (EEA) will only be considered in the event that an EEA citizen cannot be found to fill the vacancy. Please note that if you are a NON-EEA applicant and are unable to supply documents (listed on [www.djei.ie](http://www.djei.ie)), you are not entitled to participate in this recruitment competition. This is in accordance with the EU Community Preference Rule. Further information is available at [www.djei.ie](http://www.djei.ie).

**Former Public Service employees:** Eligibility to compete may be affected where applicants were formerly employed by the Irish Public Service and previously availed of an Irish Public Service Scheme including:

- Incentivised Scheme for Early Retirement (ISER).

- Department of Health and Children Circular (7/2010).
- Collective Agreement: Redundancy Payments to Public Servants.

Applicants should ensure that they are not precluded from re-engagement in the Irish Public Service under the terms of such Schemes. This is a non-exhaustive list and any queries should be directed to an applicant's former Irish Public Service Employer in the first instance.

**Shortlisting:** Shortlisting will be carried out on the basis of information supplied on your curriculum vitae. The criteria for shortlisting are based on the requirements of the post as outlined in the Person Specification. Failure to include information regarding these requirements on your CV may result in you not being called forward to the next stage of the recruitment process.

All overseas qualifications must be validated. No candidate can work in the Hospital without validated qualifications. If professional registration is also a requirement, candidates must provide documentation of same.

Canvassing will automatically disqualify.

Please note that you will be contacted mainly by mobile phone and email. It is important that your mobile phone number, postal address and email address are correct. It is your responsibility to ensure that you have access to your mobile voice mails and emails. We recommend that you use an email address that you have regular access to.

Competency based interviews follow the shortlisting stage of the recruitment process. Credit is awarded by the interview panel to candidates who demonstrate at interview that they possess the experience, competencies and skills listed in the person specification. Candidates will normally be given at least one weeks' notice of interview. Interviews are held in person only, no subsequent or alternative dates to dates given will be offered to candidates. All interviews are held in the HR Department of St. Vincent's University Hospital, Elm Park, Dublin 4 unless it is specifically noted otherwise in the Job Description. All posts are located in St. Vincent's University Hospital, Elm Park, Dublin 4 unless it is specifically noted otherwise in the Job Description.

**Disability:** Please let us know if you need any special assistance at interview, e.g. if you have difficulty in moving up or down stairs or have hearing or speech difficulties.

Candidates are notified of the result of their interview at the earliest possible date after the interview. The recommendation of the interview panel does not constitute a job offer. The process continues after the interview and includes clearance checks such as references, Garda clearance, overseas police clearance (if applicable)\*, occupational health clearance, validation of qualifications and experience. A job offer is made pending satisfactory clearances. SVUH reserves the right to remove candidates from specific recruitment panels and retract job offers if satisfactory clearances cannot be obtained or are deemed unsatisfactory.

*\* If you lived in any country for 6 months or more from the date of your 16<sup>th</sup> birthday other than the Republic of Ireland or Northern Ireland you will be required to provide security clearance for each jurisdiction in which you have resided. Your security clearance must be dated AFTER you left that country and cover the entire period of your residence. Seeking security clearances from other countries are the responsibility of the candidate. It is a process which can take an amount of time. Therefore we would strongly advise that you commence seeking international security clearances now.*

For some recruitment competitions a panel of successful candidates may be formed as a result of the interviews. Candidates who obtain a place on the panel may, (within the life of the panel), be considered for subsequent approved vacancies. Candidates are placed on a panel in order of merit. A panel is typically live for 6 months.

It is normal procedure that candidates be placed on the first point of the relevant salary scale in accordance with the Department of Finance guidelines.

**Declaration:** Please read your application carefully and check for any errors or omissions. pFalse declaration or omission in support of your application will disqualify you from appointment.



This document must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis.

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