

## **Job Description and Person Specification**

# **HR Services Manager - HR Business Services (Grade VII Officer)**

**Permanent**

**Reference: HR26E112**

**Closing Date for Applications: Friday 13<sup>th</sup> March 2026**  
**Interview Date: TBC**

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

Contact: +353 (1) 221 6014 or [Klaudiachudzia@svhg.ie](mailto:Klaudiachudzia@svhg.ie)

**Job title / Grade:** HR Services Manager – HR Business Services / Grade VII Officer

**Reports to:** Head of HR Operations or nominee

**Overview:**

Reporting to the Head of HR Operations, the post holder will be responsible for leading the HR Business Services function to ensure a high-quality service delivery to the business and an employee centred experience.

The HR Services Manager will be responsible for managing the various work streams and services provided by the HR Services, Systems & Workforce Planning team and link in closely with relevant HR Business Partners and Payroll Services.

The HR Services Manager will actively contribute to the delivery of employee HR Business Services, ensuring all employee records are correct and up to date, working with the HR / Payroll Management Information system to deliver management reporting capability to support organisational decision-making processes and workforce information and data.

They will play a key role in supporting and directing the HR Directorate towards the achievement of employee service objectives to meet overall Hospital objectives and support operational effectiveness to facilitate decision-making through the provision of timely and relevant information and the production of relevant reports.

**Role Summary**

- Lead the implementation and delivery of HR policies and procedures, ensuring compliance and consistency, providing guidance and support to managers and staff on HR-related matters, including interpretation of policies and procedures.
- To work collaboratively with the current HR Services team and greater HR leadership team to identify and support the design of HR process and strategy.
- Lead the Services function to ensure delivery against the HR goal of delivering a high quality and consistent employee experience.
- Provide a senior system support and maintenance function across all modules of the HR system as they are applied to all sites. Lead on the management of auditing processes of the system to take account of areas such as data security, system security and appropriate system auditing.
- Lead a focused HR Systems and Workforce Planning team in acting as first point of contact in relation to any system issues or requirements within the HR Directorate.
- Accountability of day-to-day performance of the HR Services function, proactively planning to ensure the HR Service function resources are sufficient and in place to deliver services.
- Establish and report on relevant KPI's for HR Service performance.
- Collaborating with all areas of HR to ensure new or changed HR products, services, processes or policies are communicated, planned and implemented effectively across the operating business.

- Ensuring relevant local policies are designed and managed in line with legislation and with the employee experience in mind.
- Liaison with the HR Business Partners and HR Recruitment function with an aim of continuous improvement and ensuring a high standard in HR Service delivery.

### **Key Duties and Responsibilities**

- Responsible for the management and supervision of the work of the HR Services Division to ensure the most efficient use of team resources in order to meet HR requirements.
- People Management responsibilities – adequately conducting and documenting probation meetings and performance appraisals/1:1 Feedback meetings within the required timeframes, entering sick leave for team into MyView and main point of contact for all team issues.
- To lead in the delivery of an efficient, effective and professional HR service.
- Manage the delivery of a high quality, pro-active service to relevant members of Executive Management Team and Heads of Department in relation to all HR matters.
- Manage development of the HR / Payroll Management Information system to include the further development of management reporting capability to support organisational decision-making processes.
- Advise and provide support to Department Heads/Line Managers/staff on employment legislation and HR best practice as required.
- Ensure that best practice audit processes and standards are in place in relation to the management and use of the HR / Payroll Management information system by staff within the Division, e.g. approved processes in relation to the authorisation and approval of system changes.
- Ensure that all information entered to the HR / Payroll Management information system is accurate and entered in a real-time manner that allows for comprehensive system reporting that supports strong KPIs for the Directorate.
- Ensure regular reporting audits of on-going processes maintaining high quality standards provided by the team and to identify and correct issues before they escalate.
- Ensure that the focus of HR Business Services and its resources on a day-to-day basis is clearly aligned to agreed key performance indicators which meets the needs of the service.
- Advise in relation to how business processes and systems can be amended on a continuous basis to ensure that maximum efficiency and standard of service is derived from the effective use of the HR / Payroll management information system.
- Work closely with the Pensions Division in HR Business Services in relation to the effective administration of the Hospitals pension schemes.

## People Management / General

- Coordinate the workload of the team, planning, organising and prioritising, ensuring quality is consistent and deadlines are met.
- Responsible for the motivation, supervision and performance management of HR staff assigned to HR Business Services.
- Identifying personal development opportunities required for the team on an on-going basis.
- Foster an open, positive, proactive quality environment to underpin good staff and public relations.
- Work closely with other members of the HR Directorate in the overall development of the function.
- Represent the Division in relevant in-house and external fora as required.
- As part of the HR team contribute where required to strategic and operational HR projects and initiatives.
- Assist where appropriate in the management of ongoing change in line with the hospital's corporate strategy and HR strategy.
- Keep abreast of changes in employment legislation and current HR issues together with actively enhancing your professional development. Work closely with other members of the HR Directorate in the overall development of the function.

**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:** Mr Edwin Kelly, Head of HR Operations E-mail: [edwinkelly@svhg.ie](mailto:edwinkelly@svhg.ie) Phone 01 221 6039.

### Person Specification

Factors	Essential	Desirable
Qualifications	<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><b>Or</b></p> <p>(ii) 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 Irish (note 1 per HSE). Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.</p> <p><b>Or</b></p> <p>(iii) Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction</p> <p><b>Or</b></p> <p>(iv) 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>Hold an appropriate level qualification</p> <p>Member of CIPD</p> <p>Experienced and proficient in the use of MS Packages (Access, Excel, PowerPoint, Word, Project).</p>
Experience (length and type)	<p>Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office</p> <p>Recent Administrative Experience working in an HR environment</p> <p>Working with HR / Payroll Management Information Systems.</p> <p>Supervision of work processes conducted by team members</p>	<p>3 years' experience of HR Management in a healthcare / public sector setting.</p> <p>Supervising, managing and developing staff / teams.</p> <p>Experience auditing and producing reports on HR data</p> <p>Experience with Leave Management and Time &amp; Attendance systems</p>

<p>Core Competencies</p>	<p><u>Managing the Service</u> Knowing the health service and how it works</p> <p>Planning and managing resources</p> <p>Evaluating information and judging situations</p> <p>Setting standards to be proud of</p> <p>Delivering quality and fairness for service-users</p> <p><u>Managing People</u> Influencing people and events Managing individual performance Being the communication channel</p> <p>Creating team spirit</p> <p>Supporting personal development</p> <p><u>Managing Yourself</u> Being a role model</p> <p>Maintaining composure and quality of working life</p> <p><u>Managing Change</u> Integrating the service</p> <p>Embracing the change agenda</p>	
<p>Health</p>	<p>Candidates 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</p>	<p>Candidates for and any person holding the office must be of good character.</p>	

### Particulars of Office

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

**Panel:** A panel may be formed to fill upcoming permanent, temporary, whole time or part-time vacancies over the next 6 months

**Annual Salary:** (01/02/2026) pro rata, dependent on previous Public Health Sector experience.

1	2	3	4	5	6	7	8	9	10	11	
60,613	62,094	63,824	65,560	67,302	68,858	70,442	71,985	73,516	<b>76,151</b>	<b>78,795</b>	<b>LSI</b>

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 well-being 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 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.

### **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**.

### **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://www.stvincents.ie)

**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.

**Persons in receipt of a pension from specified Superannuation Schemes:** Former Health Service and Public Sector Employees must adhere to the relevant prohibition of re-employment provisions where they have previously availed of a Public Service Voluntary Early Retirement or Ill Health Retirement Pension from any of the following Pension schemes:

- Local Government Superannuation Scheme (LGSS)
- Health Service Executive Employee Superannuation Scheme
- Voluntary Hospitals Superannuation Scheme (VHSS Officers/Non Officers)
- Nominated Health Agencies Superannuation Scheme (NHASS)
- Other Public Service Superannuation Scheme

Among the Voluntary Early Retirement Schemes referred to above are the following:

- Incentivised Scheme of Early Retirement (ISER)
- Voluntary Early Retirement Scheme 2010 (VER)

Prospective candidates must satisfy themselves as to their eligibility to be employed applying / competing for posts to be filled through this recruitment campaign.

**Abatement of Pension (Section 52 of Public Service Pensions Act 2012):** Where a person who is in receipt of a Public Service Pension (e.g. retired on voluntary age grounds) is subsequently appointed to another Public Service post, the Abatement of Pension Regulations apply. This means that in a situation where the total of a person's pension combined with their salary from their new post, exceeds the uprated (current) salary of the position from which they retired, his/her pension is reduced by any such excess amount. This provision applies irrespective of whether the relevant pension was accrued in the same Pension Scheme which applies to the new appointment, or in another Public Service Pension Scheme.

**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 state 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 week's 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. False 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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February 2026