

Rannóg AD/CF

Oibríochtaí Gnó

Teicneolaíocht agus Trasfhoirmiú

FSS, Ospidéal Dr. Steevens

Baile Átha Cliath 8, D08 W2A8

HR/ER Department, Business Operations,
Technology and Transformation

HSE, Dr. Steeven’s Hospital,

Dublin 8, D08 W2A8

**Grade VI – Data Quality Operations Officer**

**Health Identity Management Services (HIDS)**

**Chief Data and Analytics Office (CDAO)**

**Technology and Transformation**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **Grade VI – Data Quality Operations Officer**Grade Code: 0574 |
| **Remuneration** | The salary scale for the post is: Grade VI €56,757, €58,110, €59,761, €62,862, €64,716, €67,025, **€69,341, LSIs (01.03.2025)**

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| **New appointees** to any grade start at the minimum point of the scale.  Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011).  Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |

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| **Campaign Reference** | T&T/16/25 |
| **Closing Date** | **12 noon, Friday 9th May 2025** |
| **Proposed** **Interview Date (s)** | TBC |
| **Taking** **up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | The office of the CDAO is open to engagement in respect of flexibility around location subject to reaching agreement on a minimum level of availability to attend meetings in other nationwide locations as appropriate to carry out the functions of the post.Technology & Transformation currently have a number of offices throughout Ireland and it is expected that the successful candidate will work from one of these locations.* Southgate Shopping Centre, Colpe Cross, Drogheda, Meath

*Ionad Siopadoireachta Southgate, Crois Cholpa, Droichead Átha, Co. na Mí** Dr. Steevens’ Hospital, Dublin

*Ospidéal Dr Steevens’, Baile Átha Cliath** Bective Street, Kells, Meath

*Sráid Bheigthí, Ceanannas, Co na Mí** Feehily’s Business Centre, Duck Street, Sligo

*Ionad Gnó Uí Fhithcheallaigh, Sráid na Lachan, Sligeach** Aras Slainte Chluainin, Manorhamilton, Leitrim

*Aras Slainte Chluainín, Manorhamilton, Leitrim** Áras Sláinte, Wilton Road, Cork

*Áras Sláinte, Bóthar Wilton, Corcaigh** Dublin Road, Lacken, Kilkenny

*Bóthar Bhaile Átha Cliath, Cill Chainnigh** Merlin Park Hospital, Galway

*Ospidéal Pháirc Mheirlinne, Gaillimh** 98 Henry Street, Limerick

*98 Sráid Anraí, Luimneach** Scott Building Midlands Regional Hospital, Arden Road, Tullamore, Offaly

*Ospidéal Réigiúnach Lár na Tíre, Tulach Mhor, Uíbh Fhailí** University Hospital Kerry, Tralee, Kerry

*Ospidéal Ollscoile Ciarraí, Trá Lí, Ciarraí** Hale Street, Ardee, Louth

*Shráid Héil, Bhaile Átha Fhirdhia, Có Lú*A panel may be created for the post from which permanent and specified purpose vacancies of full or part time duration may be filled. |
| **Informal Enquiries** | Campaign Manager: Erica ByrneTelephone: 0870653971Email: recruitment.TechnologyAndTransformation@hse.ie  |
| **Details of Service** | Technology & Transformation is the HSE office responsible for the delivery of technology to support healthcare across Ireland. Technology & Transformation embraces all voice, video and data communications technologies and provides one central management point for all purchases of hardware, software, telecommunications, ICT developments and advisory services. Technology & Transformation is also responsible for implementing the Digital for Care Framework, ensuring that technology supports healthcare efficiently and effectively throughout the whole system. The core of Digital for Care is to bring improved population wellbeing, health service efficiencies and economic opportunity through the use of technology enabled healthcare provision.[Digital for Care 2030](https://www.ehealthireland.ie/technology-and-transformation-functions/digital-for-care-2030/digital-for-care-2030-overview/) is the Framework under which all digital health solutions for the HSE are co-ordinated, streamlined and implemented.  It provides a strategic and innovative plan to advance key Sláintecare programmes and deliver integrated care that is fully aligned with the Health Regions structure. These programmes are critical in setting the future policy direction under Digital for Care, for considering opportunities offered by current and emerging technologies, and are fundamental in the delivery of digital health transformation in Ireland.**Health Identity Management Services (HIDS)** operates as a national programme within the HSE and is responsible for developing, implementing, and maintaining robust identity management solutions to enhance patient safety, data integrity, and healthcare interoperability. Under the *Health Identifiers Act 2014*, the programme is responsible for the implementation, maintenance, and governance of the Individual Health Identifier (IHI) as a unique identifier for all individuals receiving healthcare in Ireland. HIDS also oversees the assignment and management of Health Service Provider Identifiers (HSPIs) for healthcare professionals, organisations, and services, ensuring a comprehensive identity management framework across the health sector. HIDS plays a critical role in the integration of IHIs and HSPIs into national patient systems, ensuring accurate, secure, and interoperable identity management across the healthcare ecosystem. As a key enabler of the “Digital for Care” strategy, HIDS strengthens patient safety, data integrity, and system interoperability by providing a unified and reliable identification framework. This supports enhanced care coordination, minimises duplication of records, and optimises the efficiency of digital health services (e.g. HSE App).Through the strategic alignment of health identifiers with national and EU digital health initiatives, HIDS aims to facilitate real-time data accuracy, streamlined workflows, and improved healthcare outcomes, underpinning the transition to a fully integrated, patient-centred digital health ecosystem.The HIDS Operations Business Team was established in January 2020 and, in partnership with the HIDS Technical Team, has successfully:* Established the National Index of Individual Health Identifiers (IHIs), ensuring a unique, secure, and verifiable identity for individuals across healthcare services.
* Designed the business operating model for the ongoing maintenance of the IHI Index, incorporating Trusted Sources to ensure data accuracy and integrity.
* Developed the technology system required to support the operational model, enabling seamless integration with healthcare providers and systems.
* Designed the Consumer Engagement pathway to facilitate Consumer System integration with the IHI, ensuring efficient and standardised data exchange.
* Implemented governance and data quality frameworks to uphold the accuracy, completeness, and security of the IHI Index.
* Established processes for identity resolution and exception handling, ensuring that records without a direct IHI match are reviewed and corrected in a timely manner.
* Supported legislative and compliance alignment, ensuring adherence to the Health Identifiers Act 2014 and broader data protection regulations.

Within HIDS there are four workstreams:1. IHI Operations
2. Consumer Engagement
3. Consumer Support
4. HIDS Business Enablement
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| **Reporting Relationship** | The post holder(s) will report to the Data Analytics Manager or other nominated manager. The post holder(s) will develop and maintain positive working relationships with key stakeholders both internal and external to the HSE.  They will have responsibility for Data Quality Administrators. |
| **Purpose of the Post**  | The Data Quality Operations Officer(s) will work in HIDS Operations as a key member(s) of the team.Successful candidates will collaborate closely with colleagues across HIDS Business, Governance, and Technical functions, as well as the wider CDAO department, ensuring a coordinated approach to identity accuracy, security, and integration within Ireland’s healthcare identity infrastructure. These roles will play a supporting role in the modernisation of digital health records, system interoperability, and governance frameworks, directly supporting the vision of a digitally connected, patient-centred healthcare system that enables safe and seamless data exchange across health services. |
| **Principal Duties and Responsibilities** | The position of Grade VI encompasses both managerial and administrative responsibilities which includes working across all relevant HIDS infrastructure including but not limited to* National IHI Index
* Index Manager
* Service Directory
* C19 Portal & Health Directory including associated APIs

**Operational Project Development*** Supports strategic project development and delivery across all platforms including Health Directory and IHI.
* Provides support for Consumer and Business Development Projects, as required.
* Delivers specific projects to ensure continuous improvement in the area of data quality
* Supports data management and data auditing, providing both consumer and internal data auditing support
* Works towards supporting the implementation of quality standard accreditation (e.g. ISO/QMark)
* Development of Standard Operating Procedures (SOP) as they apply to specific projects.
* Support the development of HIDS Communication materials as required

**Administration*** Implement service plan and business plan objectives within area of responsibility
* Ensure the efficient management and administration of area of responsibility
* Ensure deadlines are met and that service levels are maintained
* Ensure that archives and records are accurate, maintained confidentially and readily available to the appropriate authority
* Ensure line management is kept informed of issues arising
* Ensure that stakeholders are kept informed and that their views are communicated to management
* Provide administrative support for meetings and attend as required
* Maximise the use technology in ensuring that work is completed to a high standard

**Customer Service*** Promote and maintain a customer focused environment by ensuring service users / customers are treated with dignity and respect
* Seek feedback from service users / customers and implement change to incorporate same, in agreement with Line Manager

**Human Resources / Supervision of Staff*** Manage the performance of staff, dealing with underperformance in a timely and constructive manner
* Ensure an even distribution of workload amongst the team, taking into account absence due to annual leave etc.
* Supervise and ensure the wellbeing of staff within own remit
* Create and promote a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships
* Promote cooperation and working in harmony with other teams and disciplines
* Conduct regular staff meetings to keep staff informed and to hear views
* Solve problems and ensure decisions are in line with local and national agreements
* Identify and agree training and development needs of team and design plan to meet needs
* Pursue and promote continuous professional development in order to develop management expertise and professional knowledge

**Service Delivery and Service Improvement*** Ensure accurate attention to detail in own work and work of team
* Maintain a good understanding of internal and external factors that can affect service delivery including awareness of local and national issues that impact on own area
* Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring team knows how to action changes
* Encourage and support staff through change processes
* Monitor efficiency of service provided by team, identify and implement changes to the administration of the service where inefficiencies arise

**Standards, Policies, Procedures & Legislation*** Contribute to the development of policies and procedures and ensure consistent adherence to procedures and current standards within area of responsibility
* Maintain own knowledge of relevant policies, procedures, guidelines and practices to perform the role effectively and to ensure standards are met by own team
* Maintain own knowledge of relevant regulations and legislation e.g. Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts, GDPR
* 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
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service

**The above Job Specification 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***\*A list of ‘other statutory health agencies’ can be found [[here](http://health.gov.ie/about-us/agencies-health-bodies/).](http://health.gov.ie/about-us/agencies-health-bodies/) [247584\_c223c6e7-2d32-4ace-923d-4b263ec7df07.xlsx](https://assets.gov.ie/247584/c223c6e7-2d32-4ace-923d-4b263ec7df07.xlsx) **Professional Qualifications, Experience, etc** (a) Eligible applicants will be those who on the closing date for the competition: 1. 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

**Or**1. Have obtained a pass (Grade D) in at least five subjects from the approved list of subjects in the Department of Education Leaving Certificate Examination, including Mathematics and English or Irish1. Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.

**Or**1. (Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction

**Or**1. 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).

***And***Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.*Note1: Candidates must achieve a pass in Ordinary or Higher-level papers. A pass in a foundation level paper is not acceptable. Candidates must have achieved these grades on the Leaving Certificate Established programme or the Leaving Certificate Vocational programme. The Leaving Certification Applied Programme does not fulfil the eligibility.* **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 68 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** | **Applicants must, at the latest date of application, clearly demonstrate, all of the criteria listed below as relevant to the role:*** Demonstrate significant experience and analytical ability with the capacity to manage a number of concurrent data projects
* Demonstrate experience of presenting and articulating insights into data that clearly identify the issue, as well as experience in presenting possible solutions to both business and technical stakeholders
* Have significant experience working with large data sets using Excel/Power Query
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| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role as this post will involve travel
* Flexibility, as some out-of-hours working may be required
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience***Demonstrate:** Relevant experience in data analytics, business intelligence, or equivalent skills
* Ability to work with data to identify trends, patterns and outliers in large datasets
* The ability to present and articulate insights into data that clearly identify the issue, as well as presenting possible solutions
* Knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role
* Maximise the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Excel / Power Query, Outlook etc.
* The ability to work in line with relevant policies and procedures
* Commitment to developing own professional knowledge and expertise
* The ability to apply lean methodology to work practices.

**Planning and Managing Resources***Demonstrate:** The ability to effectively plan and manage own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met
* Prioritises effectively to manage multiple projects concurrently, structuring and re-organising own workload and that of others as needed
* Responsibility and accountability for the timely delivery of agreed objectives

**Commitment to a Quality Service***Demonstrate:** Practices and promotes a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user
* Proactively identifies areas for improvement and develops practical solutions for their implementation
* Embraces and promotes the change agenda, supporting others through change and effectively seeing it through
* Flexibility and initiative during challenging times and an ability to persevere despite setbacks

**Evaluating Information, Problem Solving & Decision Making** *Demonstrate:** Excellent numeracy skills, an ability to analyse and evaluate information, considering a range of critical factors in making effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management
* Initiative in the resolution of complex issues / problem solving and proactively develop new proposals and recommend solutions
* Ability to make sound decisions with a well-reasoned rationale and to stand by these as appropriate

**Team working** *Demonstrate:** An ability to work as part of the team in establishing a shared sense of purpose and unity
* The ability to work with multiple stakeholders in both business and technical environments
* The ability to work with the team to facilitate high performance, developing clear and realistic objectives
* Leadership; creating a team spirit, leading by example, coaching and supporting individuals to facilitate high performance and staff development
* A commitment to promoting a culture of involvement and consultation within the team, welcoming contributions from others

**Communications & Interpersonal Skills***Demonstrate:** Excellent communication and interpersonal skills including the ability to present information in a clear, concise and confident manner (verbally and written)
* The ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders to assist in performing the role
* Commitment to regular two-way communication across functions and levels, ensuring that messages are clearly understood
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| **Campaign Specific Selection Process****Ranking/Shortlisting / Interview** | 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. 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 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 <https://www.hse.ie/eng/staff/jobs> in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on <https://www.cpsa.ie/>. |
| The reform programme outlined for the Health Services may impact on this role and as structures change the job specification may be reviewed.This job specification 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. |



**Grade VI**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancies are **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. |
| **Working Week** | The standard weekly working hours of attendance for your grade are 35 hours per week. Your normal weekly working hours are 35 hours. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full time equivalent.You are required to work agreed roster/on-call arrangements advised by your Reporting Manager. Your contracted hours are liable to change between the hours of 8.00am and 8.00pm over seven days to meet the requirements for extended day services in accordance with the terms of collective agreements and HSE Circulars.The standard working week applying to the post is 35 hours. |
| **Annual Leave** | The annual leave associated with the post will be confirmed at contracting 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 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.***\* Public Servants not affected by this legislation:***Public servants joining the public service, or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **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. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.Visit [HSE Children First](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/) for further information, guidance and resources. |
| **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. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **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, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/> [↑](#footnote-ref-1)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-2)