

Role Profile

Role Title	Grade VI - Cyber Governance Risk and Compliance (GRC) Roles
Purpose of the Role	These roles will be part of the Cyber Governance Risk and Compliance Team and will be responsible for compliance surrounding IT Service Management, developing and maintaining security frameworks, risk assessment, incident response and analysis. The roles will vary in responsibility and when applying please indicate your preference.
Department/Directorate	IMS (Informatics Directorate)
Key Reports	Cyber Governance Risk & Compliance (GRC) Manager
Grade	Grade VI Officer
Salary Scale	€57,325 – €70,024 (LSI x 2)
Job Reference Number:	001744
Enquiries To:	Claire Dooley, Cyber Governance Risk & Compliance (GRC) Manager; Email: cdooley@stjames.ie
Closing Date:	Sunday, 16 th November 2025

Key Duties and Responsibilities

The specific roles are listed below with the key duties and responsibilities. It is anticipated that the roles will be filled on a phased basis.

Grade VI - IT Service Management Specialist
 Grade VI - Incident Response Specialist
 Grade VI – GRC Analyst

The GRC Team are responsible for the provision of the highest standard of expertise in the governance, creation, management & compliance of Cyber policies, standards and controls within St James’s Hospital.

The roles will work closely with the Cyber GRC Manager and all stakeholders to ensure compliance of processes within their respective areas in line with the hospitals Cyber

Governance and Risk Framework. The successful candidates will be responsible for the delivery of their respective post but will also be expected to have an awareness of all duties within the team and cross cover when required.

This is primarily an on-site role, there may be opportunities for some off-site working, depending on requirements.

Key duties will include:

Quality, Risk & Compliance

- Supporting Service Delivery in definition, maintaining controls and service catalogue information in the effective provision of IT services.
- Monitoring compliance to third party contractual commitments in relation to IT Risk & Compliance requirements, including identifying gaps and monitoring remediation.
- Ongoing and continuous assessment of the related cyber security measures, standards and protocols employed by the hospital.
- Developing and maintaining in collaboration with the GRC Manager, the organisations and individual system incident response plans to various cyber security threats.
- Monitoring and evaluating GRC practices and effectiveness of controls and Key Performance Indicators (KPIs) to identify areas for improvement and optimisation.
- Assisting the GRC Manager with internal and external audits, ensuring evidence is up to date and readily available.
- Creation and maintenance of forensic and incident management policies that govern the handling of incidents.
- Assisting in the ongoing education and awareness of hospital staff in relation to cybersecurity.

Systems Administration

- Developing an in-depth knowledge of the ICT systems used in Governance Risk and Compliance Management.
- Be responsible for information system management relating to cyber protocols and checks and incident logging on the IMS Service Desk.
- Working with automation tools for compliance/security (e.g., SIEM, GRC platforms, scripting)
- Developing cloud security, DevSecOps, and secure Software Development Life Cycle (SDLC) practices
- Maintaining, monitoring and developing the hospitals Third Party IT Vendor Management Solution, escalating any issues as appropriate.
- Undergoing any required training on new ICT systems that are implemented relevant to the role.

Communication and Relationships

- Building trust and understanding with all stakeholders, especially hospital application product managers.
- Demonstrate a deep understanding and excellent listening and communication skills to be able to discuss and explain cybersecurity measures with staff across all professional groups in the Hospital.
- Reporting regularly to the Cyber GRC Manager, and the Infrastructure and Operations Lead, on compliance with policy and controls, escalating issues as appropriate.

- Have strong results focus and ability to achieve results through collaborative working.
- Presenting to hospital staff on cybersecurity to promote awareness and education surrounding best practices.

Professional Knowledge & Experience

- Ability to independently prioritise workload to ensure on time task completion.
- Demonstrates strong problem-solving skills, organisation skills, efficiency and works with keen attention to detail.
- Participate in ICT related hospital projects as and when required.
- Engaging and assisting with the Hospital's ICT support structures including all pillars and on-call support requirements.
- It is expected that candidates will complete the ITIL Foundation within a 2-year timeframe if not already certified.
- Understanding and keeping "up to date" with wider ICT developments both within and external to the hospital.
- Attending and / or presenting at ICT related conferences, training courses or events as required.
- Any other appropriate duties that may be assigned.
- Participate and cooperate with legislative and regulatory requirements in relation to Health and Safety as outlined.

* The above Role Profile 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 Role Profile will be subject to review in the light of changing circumstances.

Academic/Professional Qualifications and/or relevant Experience

Required:

Each candidate must:

- Have not less than two years satisfactory experience in an administrative capacity within the Public Sector / Hospital / Healthcare or other environment relevant to the role.
- and
- Possess sufficient administrative capacity to discharge the functions of the grade.
 - ICT related Qualification or 2 years relevant ICT Experience.
 - Customer engagement/relationship management experience
 - Proficiency in risk analysis and auditing

Desirable:

- Project Management experience.
- ITIL qualification or formal Service Management experience.

Technical/Clinical Competencies

Please note for each of the required competencies below, you will be required to provide examples of your current level of knowledge, skill and/or experience for each of these under the Application Questions section of the application form.

Simply enter each of the below as a heading, and provide your knowledge, skills and experience in the corresponding numbered box under the Application Questions section of the application form

Required:

1. Strong understanding with various control frameworks and regulatory requirements, such as NIST-CSF, NIS2, ISO 27001, GDPR, etc.), and other leading practice frameworks.
2. Understanding of IT security, risk management and compliance.
3. Demonstrate ICT skills (e.g., familiarity with using/supporting ICT systems and a working knowledge of Microsoft Office (Word/Excel/PowerPoint))

Desirable:

- Working Knowledge of Hospital/Healthcare IT Systems (Patient Records Systems / Data Management Systems/Databases etc).
- Experience of developing Cyber Security protocols and procedures.

SJH Behavioural Competencies: These competencies will be assessed in detail at the Interview stage. You are not required to include written examples of behavioural competencies on application form. However, during the interview, you will be required to provide examples of when you previously demonstrated these competencies.

Competency <u>Required</u>	Level Required	Appropriate Descriptors
Team Player	2 and 3	<ul style="list-style-type: none">• Helps others; proactively takes on different roles according to the needs of the team• Supports the delivery of work through a team focused model of work• Identifies gaps on the team and addresses them positively and proactively• Tracks progress of own work and that of the team against the expected outcomes. Removes blockers and communicates progress to the relevant groups

Planning & Organisation	3	<ul style="list-style-type: none"> • Builds and uses extended networks of influence for planning and organising workload • Develops operational plans and monitors performance and progress on achieving long and short-term goals • Links in with other Departments and Directorates in their planning where appropriate • Is active in planning for and managing all resources vis a vis the service demands. Escalates expected gaps and shortfalls for remedial action.
Quality & Safety Service	2 and 3	<ul style="list-style-type: none"> • Upholds approved protocols, policies and procedures • Utilises research and evidence-based practices when providing services • Empowers staff to provide quality of service; ensures regular quality audits are carried out and findings are actioned and followed through • Designs metrics and measurements to capture current standards met/unmet. Takes corrective action and communicates same to all involved
Communication	2 and 3	<ul style="list-style-type: none"> • Keeps key people informed, sharing information in a timely and open manner • Documents important/relevant communications • Clearly and confidently articulates ideas and opinions and their underlying rationale • Delivers presentations to groups with confidence and credibility

Proficiency in the English language

A level of proficiency in the English language, written and spoken, is a requirement of all roles within St. James's Hospital. You will be required to self-assess your proficiency level in the Standard Application Form. **In addition, your proficiency in spoken English will be assessed during the interview process appropriate to the role available.**

Particulars of Office

1. The appointment to these posts will be **Permanent, Full-time and Pensionable**
2. Annual Leave allowance is **30 days** per annum
3. The person appointed must not give less than **one month's notice**, in writing, of intention to resign.
4. Normal working hours will be **35 hours** per week.

5. 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 8.00am - 8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement.
6. Incremental credit is normally granted on appointment, in respect of previous relevant experience in the Civil Service, local authorities, health service, public service bodies and other agreed relative experience.

General Conditions

1. The Hospital Board will not be responsible for the loss or theft of personal belongings.
2. Fire orders must be observed and staff must complete fire training every 2 years.
3. All accidents within the department must be reported immediately.
4. In accordance with the "Safety, Health and Welfare at Work Act 2005", all staff must comply with all safety regulations.
5. St James's Hospital is a Tobacco Free Campus. The use of Tobacco or Electronic Cigarettes is not permitted within the Hospital Buildings or on the grounds.

Confidentiality

In the course of your employment you may have access to or hear information concerning the medical or personal affairs of patients and/or staff, or other health services business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business 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.

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.

Infection Control & Hygiene

It is the responsibility of all staff across the hospital to ensure that infection control and hygiene standards are adhered to and maintained at all times.

Recruitment Process

- Approval to Hire (VAF process)
- Hiring Manager – Role Profile
- Advertising
- Application Process (Standard Application Form)
- Shortlisting of Candidates will be based on information provided in Standard Application Form
- Interview Process
- All applicants who move to the 2nd stage of the Selection process (i.e. post interview) will be subject to Reference Checking X 2, Garda E Vetting and Occupational Health Screening (Questionnaire)
- All successful external candidates who take up appointment will be required to attend

Mandatory Induction Programme

- In the event that we receive a large number of applications and while you may meet the eligibility requirements of the competition, it may be decided at shortlisting to reduce the numbers being invited to interview. An expert board will examine the application forms against pre-determined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates who, based on their application, appear to be better qualified and / or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications and experience on the application form.

Application Procedure:

To apply for this position, please complete the online application form no later than **Sunday, 16th November 2025**

A panel may be formed from which future vacancies will be filled

St. James' Hospital is an Equal Opportunities Employer