

Role Profile	
Role Title	Grade IV Officer – Site Nurse Manager’s Office
Purpose of the Role	To assist Site Nurse Managers and Night Nurse Management Team in the administrative functions of the Site Office Out of Hours. The post holder will participate in the Out of Hours management of STARS regarding Nursing/HCA staff, taking and documenting sick leave/absence calls, updating rosters to reflect changes. The Site Nurse Manager’s and Night Nurse Management Team will supervise all clerical and administrative duties to ensure accuracy and efficiency.
Department/Directorate	Nursing Administration
Key Reports	Site Nurse Managers/ Night Nurse Management Team
Key Direct Reports	N/A
Grade	Grade IV
Salary Scale	€35,609 - €54,914 (LSIs x 2) (pro rata to contractual hours worked)
Job Reference Number:	001894
Enquiries To:	Fiona Gray, ADON Out of Hours; Phone: 01 416 2079; Email: fgray@stjames.ie Or Roz Gillen, ADON Out of Hours; Email: rgillen@stjames.ie
Closing date:	Sunday, 14 th December 2025

Key Duties and Responsibilities
<ul style="list-style-type: none"> • Be responsible for the provision of administrative support services to the Site Nurse Manager’s Office Out of Hours • Participate in the Out of Hours management of STARS regarding Nursing and HCA staff, taking calls from designated staff phone number. Information received to be incorporated into (Sick Leave Policy), updating Time and Attendance software and NBR system with unexpected vacancies, adding pay codes, actioning

transfers/swaps, creating and filling vacant shifts.

- Ensuring that the NBR System is reflective of the Bank Staff rostered on Duty.
- Ensuring that Dimensions Roster is reflective of shifts worked / staff on Duty
- Costing of Bank & Overtime shifts on the Dimensions System
- Ensure the accurate input of personnel, with time and attendance data ensuring all information correct and up to date
- Participate in the Training and Support of new users on the Dimensions platform
- Update Hospital Visual Board, managing and monitoring the system from PAS
- Liaise closely with Wards/Departments, Site Nurse Manager's, Night Nurse Management Team and other relevant departments
- Report and consult with the Site Manager, Night Nurse Management Team and Nurse Bank Manager on any queries or concerns regarding Nurse Bank or agency staff.
- Ensure Nurse Bank is updated on any sick calls from Bank Staff out of normal working hours. Managing Agency platforms.
- Produce automated reports and audits as requested by the Site Nurse Manager and /or Night Nurse Management Team
- Carry out duties that may be required and are consistent with the responsibilities of the grade.
- Set up Agency staff with EPR password
- Be familiar with accessing SAP, TrendCare
- Participate and cooperate with legislative and regulatory requirements in relation to Health and Safety as outlined in the Safety, Health and Welfare Act 2005 and the Hospital Safety Statement.

* 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:

Candidates must have at the latest date of application: -

- Have obtained at least Grade D (or a pass) in five subjects including Mathematics and English or Irish (or four subjects if Irish is included) from the approved list of subjects in the Department of Education Leaving Certificate Examination
And
- Have obtained at least Grade C (or honours) in higher level (or honours) papers in three subjects in that examination (or two subjects if Irish or Mathematics or both Irish and Mathematics are included);
Or
- Have obtained a comparable standard in any equivalent examination
Or
- Hold a third level qualification of at least degree standard (QQI level 7)
Or
- Have a minimum of 1 year's satisfactory clerical experience (ideally within a patient or customer service-related area) which encompasses demonstrable equivalent skills in an environment relevant to the role.
And
- Possess sufficient administrative capacity to discharge the functions of the grade.

Note: 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 Certificate Applied does not fulfil the eligibility criteria.

Desirable:

- N/A

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. Excellent IT & Keyboard Skills
2. Excellent working knowledge of MS Office (Word and Excel) and E-mail

Desirable:

- Working knowledge of Healthcare Patient Records systems e.g.PAS, EPR

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 Required	Level Required	Appropriate Descriptors
Communication	Up to Level 2	<ul style="list-style-type: none"> • Actively listens, accurately reflecting back what was heard. • Shows empathy when handling delicate or sensitive issues. • Respects confidentiality. • Keeps key people informed, sharing information in a timely and open manner. • Documents important/relevant communications. • Draws on a variety of communication methods to fit situation/circumstances.
Team Player	Up to Level 2	<ul style="list-style-type: none"> • Is aware of how their behaviour might impact others. • Takes responsibility for delivering on their own results and that of the team where appropriate. • Positively covers the workload of another team member when required.

		<ul style="list-style-type: none"> Let's others know in advance when they can't meet deadlines or deliver an appropriate level of service.
Quality of Service	Level 2	<ul style="list-style-type: none"> Holds self and others accountable for high standards. Anticipates potential challenges/complications; is proactive rather than reactive. Shows resourcefulness, flexibility and initiative in difficult situations. Understands and respects the rights of service-users. Keeps these always in mind. Demonstrates compassion and consideration for hospital patients and families and carers at all times.
Planning & Organisation	Level 2	<ul style="list-style-type: none"> Anticipates problems and issues and takes preventative action to address these. Can multi-task, without losing focus. Manages competing and changing priorities. Consistently plans ahead to meet important deadlines.

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

- The appointment to this post will be **Permanent, Part-time and Pensionable.**
- Annual Leave allowance is **28 days** per annum. (pro-rata to contractual hours worked)
- The person appointed must not give less than **one month's notice**, in writing, of intention to resign.
- Normal working hours will be **17.5 hours per week.** Please see below for details.
 - Week 1 (Team A):**
Mon, Tues, Wed – 5:30pm to 10:00pm
Thurs – 6:00pm to 10:00pm
 - Week 1 (Team B):**
Fri – 6:00pm to 10:00pm
Sat & Sun – 2:15pm to 10:00pm
 - Week 2 (Team A):**
Fri – 6:00pm to 10:00pm
Sat & Sun – 2:15pm to 10:00pm
 - Week 2 (Team B):**
Mon, Tues, Wed – 5:30pm to 10:00pm
Thurs – 6:00pm to 10:00pm
- 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.
- 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 (Online Application Form)
- Shortlisting of Candidates will be based on information provided in the Online 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)
- 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 relevant online application form no later than **Sunday, 14th December 2025**

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

St. James' Hospital is an Equal Opportunities Employer