

## Role Profile

<b>Role Title</b>	<b>Grade VII Campus Shared Services Executive Support and Co-ordinator</b>
<b>Purpose of the Role</b>	The appointee will be instrumental in supporting project initiatives that advance the provision of shared Facilities Management (FM) services across the campus organisations during the relocation of CHI to the St James Campus.
<b>Department/Directorate</b>	Facilities Mangement Directorate
<b>Key Reports</b>	Director of Facilities Mangement
<b>Key Direct Reports</b>	N/A
<b>Grade</b>	Grade VII Officer
<b>Salary Scale</b>	€55,849 - €72,602 (LSI x 2)
<b>Job Reference Number</b>	000109
<b>Enquiries To</b>	Mr Aidan Turley, Director FM; Phone: (01) 410 3366; Email: aturley@stjames.ie Or Mr Alan Buckley, Shared Services Interface Lead; Phone: (01) 428 4196; Email: abuckley@stjames.ie
<b>Closing Date</b>	Monday, 5 <sup>th</sup> February 2024

### Key Duties and Responsibilities

The role is integral to facilitating the delivery of various programmes under the Campus Shared Infrastructure and Associated Services (CSIAS) initiative, primarily concentrating on the Shared Services workstream. The CSIAS programme aims to streamline corporate, clinical, and operational processes by promoting the shared use of infrastructure and services across campus entities. The appointee will be instrumental in supporting project initiatives that advance the provision of shared Facilities Management (FM) services across the campus organisations. Additionally, the role encompasses comprehensive administrative support duties for the Campus Governance Group, as well as managing logistics and documentation for the Executive Steering Committee (ESC) Chairs and their meetings.

#### Executive Support and Reporting:

- Craft and deliver high-quality presentations suitable for Senior Executive audiences.
- Collaborate with the CSIAS Interface Lead to ensure timely, accurate information provision to the CSIAS Committee before meetings.
- Regularly update management on work progress relative to the operational plan, including deviations and recommendations.
- Serve as the central information point for campus workstream resources, offering guidance and consolidating feedback as required.
- Aid the CSIAS principals (Director of FM (SJH & CHI)) in conceptualising and

implementing future operating models and procedures for every shared campus facility.

- Determine tasks, recognise their interrelation, and rank them concerning shared campus FM infrastructure and services.
- Manage and continually refine project plans, schedules, and documentation for workstreams.
- Monitor workstream progress and apprise CSIAS joint Principals of any potential setbacks, ensuring the timely completion of goals according to the campus plan.
- Contribute to the campus FM workstream risk register, oversee risk mitigation, and suggest preventive measures.
- Provide the Director of FM (SJH & CHI) & CSIAS Programme Lead with timely updates on workstream developments, risks, and decision points.

**Communications and Stakeholder Management:**

- Exhibit superior communication abilities, both written and verbal, coupled with thorough attention to detail and a proactive problem-solving approach.
- Facilitate consistent communication across various workstreams, ensuring aligned messaging.
- Act as a bridge between different departments and workstreams, ensuring collaboration and understanding of shared objectives.
- Organise and participate in stakeholder meetings, collating feedback and disseminating important information to relevant parties.

**Operational Assistance and Training:**

- Support the CSIAS leads during go-live events, central to stabilisation efforts and issue resolution.
- Assist in the creation of training materials and guidelines to ensure the smooth adoption of shared services across the campus.
- Monitor the operational efficiency of new shared services, recommending improvements and modifications to leads based on feedback and observations.
- 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:**

- A minimum of 5 years' relevant experience within a large organisation
- Possess sufficient administrative capacity to discharge the functions of the grade
- A qualification in Project management or similar qualification

**Desirable:**

- Evidence of Further Education / Self Development

### 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. Proven experience in a role that requires maintaining comprehensive project documentation, including registers and logs for all aspects.
2. Ability to work under pressure, managing competing projects and effectively handling ambiguity to create clarity.
3. Meticulous attention to detail coupled with a resourceful problem-solving attitude.
4. High-level computer skills in the use of spreadsheets, word processing, graphics, PowerPoint, and other relevant software for presentation and reporting.
5. Excellent minute taking capabilities.
6. Have the technical and practical experience of delivering high quality reports and presentations

#### Desirable:

- Possession of a relevant professional / academic qualification is highly desirable
- Knowledge and understanding of the healthcare environment, particularly acute hospital at a senior support level

### SJH Behavioural Competencies

<b>Competency <u>Required</u></b>	<b>Level Required</b>	<b>Appropriate Descriptors</b>
<b>Quality &amp; Safety Service</b>	Level 3	<ul style="list-style-type: none"> <li>• Is alert to all opportunities for improving quality of services.</li> <li>• Has a proven track record of getting results</li> <li>• Champions initiatives to improve quality of services</li> <li>• Promotes and facilitates multidisciplinary working</li> <li>• Ensures that they and their team/s are clear about the scope of their role, and holds all parties accountable for results and high standards. Drives accountability</li> <li>• Involves others in building solutions which promote safer, better healthcare</li> </ul>
<b>Continuous Development- Personal and Professional</b>	Level 3	<ul style="list-style-type: none"> <li>• Is transparent; acts with integrity.</li> <li>• Stays abreast of new technologies/research relevant to chosen field</li> <li>• Is active in the Professional Supervision of others in line with professional best practice</li> <li>• Promotes and supports inter-disciplinary working and associated learning. Furthers same.</li> </ul>

<b>Communication</b>	Up To Level 4	<ul style="list-style-type: none"> <li>• Skilfully mediates conflict situations creating win-win scenarios</li> <li>• Adopts a range of communication techniques to explain complex information</li> <li>• Creates a culture of open communication to maintain a climate of trust and honesty</li> <li>• Delivers presentations to groups with confidence and credibility</li> </ul>
<b>Team Player</b>	Level 3	<ul style="list-style-type: none"> <li>• Tracks progress of own work and that of the team against the expected outcomes. Removes blockers and communicates progress to the relevant groups</li> <li>• Encourages input from all team members and uses diverse values and beliefs to enhance team performance.</li> </ul>
<b>Leadership Potential</b>	Up To Level 3	<ul style="list-style-type: none"> <li>• Shows skills at negotiating when managing upwards in the organisation</li> <li>• Influences others through evidence based arguments that are aligned with strategic priorities</li> <li>• Inspires commitment and passion in others to accomplish objectives</li> </ul>
<b>Competency Desirable</b>	<b>Level Required</b>	<b>Appropriate Descriptors</b>
<b>Organisational Knowledge</b>	Up To Level 2	<ul style="list-style-type: none"> <li>• Is well informed on Health Service trends, nationally and internationally</li> <li>• Understands how each department contributes to the overall strategic goals – managing information upwards as well as downwards from their service area</li> <li>• Uses knowledge of structures within St. James's/Health Services to achieve goals</li> </ul>

#### **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 this post will be **Specified Purpose – New Position, Full-Time and Pensionable.**
2. Annual Leave allowance is **30 days per annum.**
3. The person appointed must not give less than **one months' 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 8am – 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 building 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 Online Application Form
- Interview Process
- All applicants who move to the 2<sup>nd</sup> stage of the selection process (i.e. post interview) will be subject to Reference Checking x 2, Garda Clearance and Occupational Health Screening (Questionnaire)

#### **Application Procedure:**

To apply for this position, please complete the relevant online application form in full no later than closing date **Monday, 5<sup>th</sup> February 2024.**

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

**St. James' Hospital is an Equal Opportunities Employer**