Health Information and Quality Authority

An tÚdarás Um Fhaisnéis agus Cáilíocht Sláinte

Candidate Information Booklet

Job title: Directorate Business Manager – Healthcare

Grade: Engineer Grade I

Closing date: 5pm, Monday, 02nd November 2026

Please read carefully

The Health Information and Quality Authority (HIQA) is undertaking a competition to identify suitable candidates for appointment to the position of:

Role Title:	Directorate Business Manager – Healthcare
Grade:	Engineer Grade I
Location:	Dublin, Cork or Galway
Tenure:	In the first instance HIQA will create a panel for an anticipated future permanent vacancy that will arise
Blended Working:	**1 - 2 days a week** in the office and the remainder of the working week spent working from home. Further information can be found below in the **Principal Conditions of Service** under **Blended Working Arrangements**.
Salary:	€87,510 (Engineer Grade I, Point 1)
Closing date:	5pm, Monday 02nd November 2026

This recruitment campaign will be in compliance with the Code of Practice, Appointment to the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA). The competition will be conducted under the recruitment licence of the Health Information and Quality Authority. The final Selection Process will be carried out by the Health Information and Quality Authority. This Code of Practice is published by the CPSA and is available on www.cpsa.ie

About the Health Information and Quality Authority

The Health Information and Quality Authority (HIQA) is an independent statutory body established to promote safety and quality in the provision of health and social care services for the benefit of the health and welfare of the public.

Reporting to the Minister for Health and engaging with relevant government Ministers and departments, HIQA has responsibility for the following:

- **Setting standards for health and social care services** — Developing person-centred standards and guidance, based on evidence and international best practice, for health and social care services in Ireland.
- **Regulating social care services** — The Chief Inspector of Social Services within HIQA is responsible for registering and inspecting residential services for older people and people with a disability, and children's special care units.
- **Regulating health services** — Regulating medical exposure to ionising radiation.
- **Monitoring services** — Monitoring the safety and quality of permanent international protection accommodation service centres, health services and children's social services against the national standards. Where necessary, HIQA investigates serious concerns about the health and welfare of people who use health services and children's social services.
- **Health technology assessment** — Evaluating the clinical and cost effectiveness of health programmes, policies, medicines, medical equipment, diagnostic and surgical techniques, health promotion and protection activities, and providing advice to enable the best use of resources and the best outcomes for people who use our health service.
- **Health information** — Advising on the efficient and secure collection and sharing of health information, setting standards, evaluating information resources and publishing information on the delivery and performance of Ireland's health and social care services.
- **National Care Experience Programme** — Carrying out national service-user experience surveys across a range of health and social care services, with the Department of Health and the HSE.

Visit www.hiqa.ie for more information.

Mission

To enable the best possible health and social care outcomes for all, through evidence-informed decision-making, standard setting, and regulation

Vision

Health and social care services consistently deliver excellent standards of care and the best possible outcomes for the people of Ireland



Key Areas for Performance

HIQA has identified key behavioural and technical competencies for effective performance through a Competency Framework as seen below. Please refer to the role description for an overview of each competency and the proficiency levels required for this role. For more in-depth information on the competencies. It is important that you review the full competency framework guidance document which is available at: https://www.hiqa.ie/about-us/careers.

Proficiency Levels

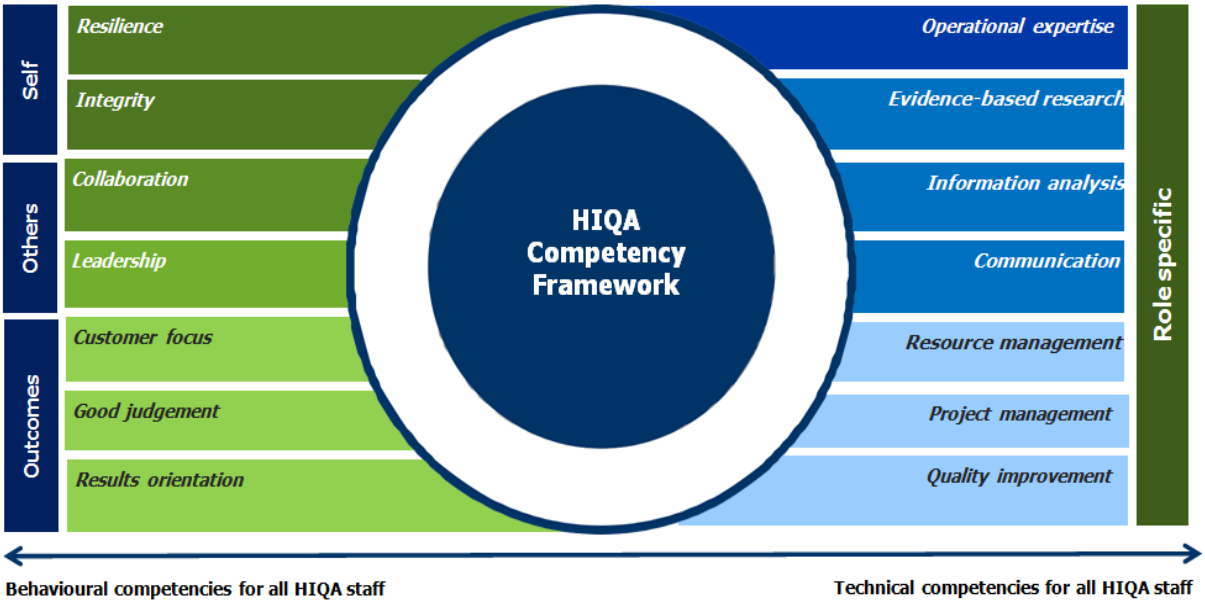
This Competency Framework is based on four levels of proficiency that build on each other:

Emerging/Developing: The level of competency required to carry out some of the core requirements of the role, with support/leadership required to develop competency in other requirements

Proficient: The level of competency required to carry out the core requirements of a role

Skilled: The level of competency required to carry out the core requirements of a role, and develop capability in others or demonstrate the competency in a more senior or complex role

Master: The level of competency required to carry out the core requirements of a role, develop capability in others, demonstrate the competency in a more senior or complex role and be seen as a role model in the organisation or field in that area of competence.



Role Description

Role Overview	
Role Title	Directorate Business Manager – Healthcare
Directorate	Healthcare Regulation
Grade	Engineer Grade I
Reports To	Director of Healthcare Regulation
Role Purpose	
The purpose of this role within the relevant business unit and for HIQA as a whole:	The Directorate Business Manager - Healthcare, holds senior management responsibility for strategic leadership of all aspects of Healthcare operational responsibilities required to ensure the smooth running of the Healthcare Regulation Directorate within HIQA. Working as a member of the senior management team within the Directorate, and reporting to the Director of Healthcare Regulation, this new strategic role for the Authority encompasses senior leadership, technical, project management and quality improvement responsibilities. This role requires the position holder to work proactively and collaboratively across the Directorate and wider organisation to continuously improve the operational efficiency, quality and management of all Healthcare initiatives, and coordinate the progression of Directorate projects as needed. The Healthcare Directorate is a growing Directorate within the Authority. It holds the statutory responsibility for monitoring of Healthcare services in both the public and private sector, with a recently expanded role under the Patient Safety Act. The Directorate also monitors and International Protection Accommodation services against National Standards. The Directorate also has responsibilities as a Competent Authority arising from relevant European Legislation in the areas of regulation of medical exposures to ionising radiation, Critical Entities Resilience and Cybersecurity (arising from NIS-2).

Behavioural Expectations	
The way that HIQA people are expected to work to role model HIQA values:	The incumbent of this role is expected to demonstrate HIQA's values in the delivery of every day work and interactions with clients and colleagues, by putting people first, being fair and objective, being open and accountable, demonstrating excellence and innovation and working together.
Common Tasks	
Team Member	▪ Seek clarity on the tasks associated with own role ▪ Complete tasks in compliance with policies and procedures ▪ Adhere to relevant legislation, standards and internal audits ▪ Fulfil any mandatory or professional competency requirements ▪ Maintain confidentiality and a professional approach ▪ Raise any concerns in relation to workplace health and safety ▪ Actively identify learning needs and development opportunities ▪ Actively contribute as a team member ▪ Follow direction and take on new and different tasks ▪ Set and achieve performance goals that contribute to HIQA strategy ▪ Regularly seek feedback to meet performance expectations and goals

Common Tasks	
Manager	**Team management:** ▪ Set clear strategic direction and action plans for direct reports ▪ Build team cohesion and cultivate an engaged, productive environment ▪ Undertake regular coaching, performance feedback and development conversations with direct reports ▪ Ensure direct reports access appropriate training and development ▪ Plan for and manage recruitment activity and vacant roles ▪ Manage staff retention and attrition effectively **Operational management:** ▪ Contribute to business planning and knowledge management ▪ Forecast and manage resources in line with available budget ▪ Ensure that policies and procedures in area are current and adhered to ▪ Ensure compliance with workplace health and safety standards ▪ Meet audit requirements and ensure legislative compliance ▪ Report on performance and relevant business measures as required ▪ Identify risks, and develop contingency plans where necessary ▪ Identify inefficiencies and implement improvements to work practices

Role Specific Tasks	
The key tasks and activities associated with the role:	The nature of the tasks and activities associated with the role will vary accordingly. It will involve: ▪ Provide strategic guidance on all Healthcare operational responsibilities across the Directorate ▪ Quality improvement and operational resilience across pillars ▪ Own or oversee assigned projects including managing the initiation, planning and implementation with key stakeholders ▪ Lead on efforts to manage change in the design and delivery of internal support functions and associated processes to enable the new Directorate to function efficiently as a standalone entity within the wider HIQA organisation ▪ As part of same, ensure that structures and processes are enhanced where necessary to ensure compliance with ISO9001:2015 quality standards, in keeping with a wider planned organisational drive to fully align with these standards. ▪ Use of process definition and improvement methodologies to contribute to the delivery of the Healthcare Directorate business objectives ▪ Play a leadership role as a member of the Directorate Senior Management Team in the Directorate's involvement in HIQA's overall Digital and Data Transformation Strategy ▪ Play a leadership role in Directorate business planning process and operational planning to deliver on regulatory and operational programmes ▪ Responsible for ensuring that quality standards are maintained across the Directorate, to include: ○ Quality assurance/quality control ○ Proactive quality improvement ○ Ensuring process documentation are accurate and up to date

	○ Control break identification and resolution ▪ Team management including; ▪ Lead, guide and support the development of the Directorate administration team in line with agreed policies and procedures ▪ Foster an environment of learning, support and flexibility within the Directorate administrative team to ensure continuous ○ Performance development and supervision for direct reports in line with policy ○ Team training programme delivery and ongoing review ○ Induction and onboarding of new team members ○ Manage resources and workloads to ensure efficient use of time ○ Local HR management of the team to include sick leave, annual leave and work scheduling ▪ Contribute to operational working groups across the organization ▪ Collaborate and liaise with colleagues in HIQA's Social Care Directorate to ensure continued alignment with the Authority Monitoring Approach across HIQA's regulation Directorates ▪ Ensure own knowledge and understanding of all team tasks are developed and practiced ▪ Support the Director of Healthcare Regulation in the overall management of the Directorate to include project management, quality improvement, audit, financial control and compliance requirements. The contents of any role description are not exhaustive and are intended to be indicative of the scope of the role.
Qualifications	
The qualifications that are **essential** to effectively meet	**In determining your eligibility, the following are the essential qualifications that will be assessed as part of the shortlisting stage of the selection process.**

the requirements of the role:	▪ Degree qualification (Level 8 on the National Framework of Qualifications or equivalent) in the disciplines of Business Management, Quality Management, Commerce or another similar discipline deemed relevant by the Authority for the post of Directorate Business Manager - Healthcare, as advertised. **and** ▪ CAPM, PMP or PRINCE2 or equivalent project management qualification
The qualifications that are **desirable** to effectively meet the requirements of the role:	▪ A relevant qualification at Level 9 on the National Framework of Qualifications or equivalent, equivalent to a third level Master's degree deemed relevant by the Authority for the post of Directorate Business Manager - Healthcare, as advertised.
Experience	
The experience that is **essential** to effectively meet the requirements of the role:	**In determining your eligibility, the following are the essential knowledge and experience that will be assessed as part of the shortlisting stage of the selection process.** ▪ A minimum of three years' experience in a leadership or management role – inclusive of people management – in an area deemed relevant to the role of Directorate Business Manager – Healthcare, as advertised. ▪ A minimum of five years' experience managing a variety of projects – including projects that involve adaptation or upgrading of pre-existing technology ▪ A minimum of four years' practical experience in the use of customer relationship management information systems (E.g. Microsoft CRM, Salesforce etc.)

The experience that is **desirable** to effectively meet the requirements of the role:	▪ Demonstrable experience in the practical application of validated quality improvement methodologies (eg Model for Improvement, Lean, Six Sigma) ▪ Experience in working to achieve and maintain ISO9001:2015 quality standards, or equivalent

ROLE COMPETENCY OVERVIEW		
HIQA Competencies (Behavioural)	**Description**	**Required Proficiency**
Resilience	Maintains personal confidence and is able to manage self and emotions in a flexible and adaptive manner when faced with adversity or challenging situations	Master
Integrity	Is sincere, respects and values others, maintains a high standard of personal ethics, reliably delivers on promises and takes a rights-based approach to all decisions and actions	Skilled
Collaboration	Builds relationships based on collaboration and trust, is politically and socially astute in approach and is able to resolve difficult situations and conflict	Skilled
Leadership	Orients self and others to a vision, engages with and contributes to an inclusive and productive work environment; holds to account, promotes learning and challenges self and others to achieve a shared purpose	Skilled
Customer Focus	Recognises internal and external customers and stakeholders, and proactively seeks to understand, uphold and respond to their needs	Master
Good Judgement	Seeks and analyses information to better understand complex situations, applies an ethical framework to make critical and objective evaluations and reaches high-quality decisions that are contextually relevant	Master
Results Orientation	Can deliver results in challenging situations with and through others, strives to exceed expectations and creates as much value as possible	Master

ROLE COMPETENCY OVERVIEW		
HIQA Competencies (Technical)	**Description**	**Required Proficiency**
Operational Expertise	Applies knowledge, skills and abilities to fulfil requirements of the role effectively in the context of the operational area and function	Master
Evidence-Based Research	Critically seeks information and researches, exploring a range of potential sources, to ensure that a broad set of inputs, both quantitative and qualitative, are used to inform decisions and recommendations	Proficient
Information Analysis	Analyses and assesses information in a structured way to inform and improve decision-making, problem-solving, recommendations and everyday work	Skilled
Communication	Develops and delivers key messages and documentation based on quality inputs and consultation with others. Presents information in an authentic, clear, and easy-to-understand way that is impactful and tailored to the needs of the audience	Skilled
Resource Management	Manages available resources to achieve the best outcomes	Master
Project Management	Identifies, plans for and implements change projects and initiatives effectively in collaboration with others	Master
Quality Improvement	Delivers quality for customers and stakeholders in everyday work through high standards, effective problem-solving and continuous improvement	Skilled

Principal Conditions of Service

Probation

A probationary period of six months applies to this position.

Pay

Candidates will be appointed on the **minimum point of the salary scale (€87,510)** and in accordance with the Department of Finance guidelines. The rate of remuneration will not be subject to negotiation.

The incremental progression for this scale is in line with Government pay policy. The salary scale for this position is as follows:

Engineer Grade I (PPC)

€87,510 €90,260 €93,015 €95,761 €98,508

€101,776 €105,493[1] €109,216[2]

1. *After 3 years' satisfactory service at the maximum*
2. *After 6 years' satisfactory service at the maximum*

Entry will be at the first point of the scale. An exception may occur where an appointee has been serving elsewhere in the **public service** in an analogous grade and pay-scale. In this case the appointment may be assimilated to the nearest point of the advertised salary scale with their incremental date adjusted accordingly. Please note the rate of remuneration may be adjusted from time to time in line with Government pay policy.

Superannuation

Pensionable public servants (new joiners) recruited on or after 1 January 2013 will be members of the Single Public Service Pension Scheme. Please note that the Single Public Service Pension Scheme applies to all pensionable first-time entrants to the public service, as well as to former public servants returning to the public service after a break of more than 26 weeks. In certain circumstances, for example, where the public servant was on secondment or approved leave or remains on the same contract of employment, the 26-week rule does not apply. The legislation giving effect to the Scheme is the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

For those who are not subject to the Single Public Service Pension Scheme (e.g. those transferring from other public service employment where the break in service,

if any, is less than 26 weeks), the terms of the Health Information and Quality Authority Superannuation Scheme will apply.

Pension Abatement

If an appointee has previously been employed in the Civil or Public Service and that appointee is entitled to or in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during the appointee's re-employment that pension will be subject to abatement in accordance with Section 52 of the Public Service Pensions (Single Scheme and other Provisions) Act 2012.

Please note: In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office/Body will support an application for an abatement waiver in respect of appointments to this position.

Annual Leave

Annual leave is 30 days per annum.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount to not less than 35 per week. The appointee may be required to work additional hours from time to time as may be reasonable and necessary for the proper performance of his or her duties subject to the limits set down under working time regulations.

Blended Working Arrangements

HIQA has introduced blended working to offer more flexible working arrangements to all employees. We aim to strike a balance between being flexible, efficient, and resilient by facilitating blended working where practical, while enabling onsite interaction, collaboration, and support as required.

All roles in HIQA have been assessed under the criteria of business needs and role suitability for blended working. This determined the proportion of time that employees will spend working in HIQA offices and working from home, depending on their role.

Depending on the role, there may be a requirement to attend the office for more than the allocated number of days for training and on-boarding purposes at the start of your employment and during the probation period.

A review of our blended working model confirmed that this model is working well in HIQA therefore we are now moving from Interim Blended Working to a long term Blended Working Model. Our existing policy and documentation will be revised and

updated once the framework for the Work-Life Balance and Miscellaneous Provisions Act is published. Our model is in line with the Civil Service Framework for Blended Working in Ireland.

Further guidance on HIQA's Blended Working Policy, which includes eligibility criteria will be issued to successful candidates. This is an opt-in policy and details on how you can apply will be issued to you before you start.

Selection Procedure

An information booklet and application form are available at: Careers with HIQA (recruitisland.ie)

How to Apply and Closing Date

The completed application form must be submitted by **5pm on Monday 02nd November 2026.**

Only applications completed online through Careers with HIQA (recruitisland.ie) **will be accepted. CVs will not be accepted.**

Selection Process

The Health Information and Quality Authority will convene a selection panel to carry out the competitive stages of the selection process to the highest standards of best practice.

The approach employed may include:

- A shortlisting of candidates, on the basis of the information contained in their application
- One or more competitive competency-based interview
- Completion of assessments
- Presentation or other exercises
- Any other tests or exercises that may be deemed appropriate.

Please note the role competency overview referred to in the above role description. This will assist you when completing the application form and preparing for the competency based interview.

The number of applications received for a position generally exceeds that required to fill existing and future roles. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the role are such that it would not be

practical to progress all candidates to the next stage of the selection process, HIQA may decide that a smaller number of candidates based on order of merit from shortlisting may be called to the next stage of the process.

HIQA will conduct a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the role. 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 more qualified and/or have more relevant experience.

The applications will be shortlisted by a selection panel. They will examine each application form against the essential shortlisting criteria (outlined in the role description above) and the Evidence of Competencies section on the application form.

The onus is on candidates to establish eligibility for the role, therefore it is in each candidate's interest to provide a detailed and accurate account of their qualifications, experience and Evidence of Competencies as requested on the application form.

Competition updates will be issued to the email address as entered on the application form.

The onus is on each candidate to ensure that they are in receipt of all communication. Candidates are advised to check emails on a regular basis throughout the duration of the competition; in addition, being sure to check junk/spam folders should any emails be mistakenly filtered. HIQA accepts no responsibility for communication not accessed or received by a candidate.

Interview Dates

The onus is on all candidates who are shortlisted for interview to ensure they are available for interview on the identified date.

Interview Expenses

The Health Information and Quality Authority will not be responsible for any expense, including travelling expenses that candidates may incur in connection with their application for this post.

Panels

In the first instance HIQA will create a panel for an anticipated future permanent vacancy that will arise.

Citizenship Requirements

Eligible candidates must be:

a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or

b) A citizen of the United Kingdom (UK); or

c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or

d) A non-EEA citizen who has a Stamp 4[1] permission: or Stamp 5 permission

To qualify candidates must be eligible by the date of any job offer.

It shall be the responsibility of the candidate to ensure these permissions are in place.

Further information is available from the Department of Enterprise Trade and Employment: https://dbei.gov.ie/en/What-We-Do/Workplace-and-Skills/Employment-Permits/

Candidates will be required to provide verification of citizenship eligibility and qualifications in a form acceptable to the Health Information and Quality Authority.

Candidate Obligations

Candidates should note that canvassing will disqualify them and will result in their exclusion from the process.

Candidates must not:

- knowingly or recklessly provide false information;
- canvass any person with or without inducements;
- impersonate a candidate at any stage of the process;
- interfere with or compromise the process in any way.

Where a candidate is found guilty of canvassing or in breach of any of the above, then:

- where they have not been appointed to a post, they will be disqualified as a candidate; or

[1] Please note that a 50 TEU permission, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.

- where they have been appointed to a post, they shall forfeit that appointment.

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned
- Be suitable on the grounds of character
- Be suitable in all other relevant respects for appointment to the post concerned – and, if successful, they will not be appointed to the post unless they:
- Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed
- Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position
- Be passed medically fit to take up the appointment

Prior to appointing

Prior to recommending any candidate for appointment to this position HIQA will make all such enquires that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Should the person recommended for appointment not accept the appointment, or, having accepted it, relinquish it, HIQA may at its discretion, select and recommend another person for appointment on the results of this selection process.

Deeming of Candidature to be Withdrawn

Candidates who do not attend for interview when and where required by the Health Information and Quality Authority, or who do not, when requested, furnish such evidence as the Health Information and Quality Authority require in regard to any matter relevant to their candidature, will have no further claim for consideration.

Confidentiality

Subject to the provisions of the Freedom of Information Acts 2014, all enquiries and applications are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in the process.

Data Protection

Please note that all personal data shall be treated in accordance with the General Data Protection Regulation (GDPR) and Data Protection Acts 1988 - 2018.

For further information on how the Health Information and Quality Authority processes your data, please review the privacy notice on our website: https://www.hiqa.ie/reports-and- publications/corporate-publication/hiqa-privacy-notice

Protected Disclosures

HIQA is committed to maintaining a responsible and ethical culture with the highest standards of honesty, integrity, accountability and compliance in accordance with the Protected Disclosures Act 2014 (as amended) ("the Act").

If you are a HIQA worker, which includes a job applicant under the Act, you can make a protected disclosure about HIQA to HIQA. If you want to know more about making an internal protected disclosure please email internalPD@hiqa.ie for guidance.

The Health Information and Quality Authority is an equal opportunities employer.

HIQA welcomes applications from all suitably qualified candidates regardless of their gender, marital status, family status, religious belief, race, age, sexual orientation, disability or membership of the Traveller community.

If you require any reasonable accommodations to support you throughout the recruitment and selection process please outline this in the appropriate section of the application form and all efforts will be taken to accommodate those requests. All information disclosed will be kept confidential.

Guidelines for Dealing with Appeals/Requests for Review

The Health Information and Quality Authority will consider requests for review in accordance with the provisions of the codes of practice published by the Commission for Public Service Appointments (CPSA). Where a candidate is unhappy with an action or decision in relation to their application they can seek a review under Section 7 of the Code of Practice governing the recruitment process.

Where a candidate believes that an aspect of the process breached the CPSA's Code of Practice, they can seek a review under Section 8 of the Code of Practice.

Codes of practice are published by the CPSA and are available on www.cpsa.ie