

CANDIDATES INFORMATION BOOKLET

PLEASE READ CAREFULLY

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

Business Process Improvement Manager

Health Information and Quality Authority

CLOSING DATE for receipt of completed applications:

5pm Friday 17th October 2014

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 campaign will be conducted under the recruitment licence of the Health Information and Quality Authority.

This Code of Practice is published by the CPSA and are available on www.cpsa-online.ie

Business Process Improvement Manager

Reporting to: Assigned Line Manager
Grade: Assistant Principal
Location: Dublin / Cork
Assignment: Regulation

Overall Purpose:

The successful candidate will join a multidisciplinary team with responsibility for the effective management of the Authority's business process function. The candidate will lead and participate in the delivery and evaluation of the Authority's strategic and operational agendas with a focus on continual improvement of the quality management system.

Overall communication capability to all members of the Authority and the ability to create standardised methods and approaches for project management processes.

The successful candidate for the post of **Business Process Improvement Manager** will:

- Actively engage in the strategic and operational planning of process improvements
- Identify business priorities and develop operational programmes for implementation

Key Duties and Responsibilities: The main elements of the role include but are not limited to:

- Management and facilitation of cross-functional teams to identify business process improvement opportunities
- Advising executive teams on progress using clear reporting methods
- Quantifying information and prioritising project tasks – overseeing project management
- Solution development of quality management system and implementation
- Development of quality systems ensuring adherence to internal audit and regulation standards
- Identification and measurement of performance targets
- Data analysis of existing processes and information flows
- Ensure compliance with information governance
- Overall communication to all members of the Authority and the ability to create standardised methods and approaches for project management processes
- Contribute to the delivery of Directorate and Authority objectives;
- Undertake other duties and responsibilities as may be determined by the Authority and provide support to work colleagues as required.

This job description is intended as a basic guide to the scope and responsibilities of the position; it is subject to ongoing review and will evolve in line with the constantly evolving practices and functions of the Authority's work.

All successful candidates will be required to undergo Garda Vetting prior to appointment and at regular intervals thereafter.

Requirements

Essential:

Candidates must, on or before **5pm 17th October 2014** have the following essential requirements:

Eligibility Criteria

- **Educated to Level 9 in directly related discipline**
- **8 years experience with direct project and process management**
- **Experience in the use of information systems that support the delivery of project and process management**
- **Exposure and practical experience in the planning and delivery of programmes of regulation**

Please refer to www.nfq.ie to ensure your qualification meets the level required

(i) **Knowledge & Expertise**

- Demonstrate an understanding of the role of regulation and regulatory approaches
- Demonstrate an understanding of the structure of and current developments in the Irish health and/or social care system.
- Experience with lean processes at a strategic level
- Conducting quality reviews and presenting results to key stakeholders
- Knowledge of risk management
- Adhering to information governance
- Demonstration of pro active decision making at a senior level

(i) **Information Management Skills**

- Ability to evaluate information for applicability and relevance
- Ability to present complex information in an easily understood and accessible format
- Proficiency with MS Office applications
- Proficiency with statistical and visualisation techniques and methodologies
- Practical knowledge of financial management and budget reporting
- Proven skills in conducting quality and process reviews

(ii) **Communication & Influencing Skills**

- Proven written and verbal communication skills
- Ability to communicate with a diverse range of people and positively influence others to maximize the outcomes for service users.
- Ability to present information to inform internal and external stakeholders in a timely, complete and accurate manner.
- Ability to manage conflict and articulate coherent rationales for action.
- Ability to actively listen, seek out and consider information objectively, and respond to challenging situations with reason and proportionality.

(iii) **Analytical & Judgment Skills**

- Proven knowledge and experience in working with large volumes of information

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- Experience in reviews of work flows and processes in a regulated environment
- Ability to identify, gather and synthesise information and evidence to inform risk-based decision making.
- Ability to source, analyse and evaluate information for applicability and relevance, and to identify significant trends to inform decision making.
- Ability to apply a risk-based judgment framework to findings.
- Ability to identify what is important, including causes as well as consequences, informed by an understanding of governance and operational structures within the service provided.

(iv) Individual accountability

- Ability to follow direction from senior colleagues and take on new and different tasks with support and guidance
- Proactive engagement in performance development reviews
- Demonstrate commitment to personal development and actively seek out learning and development opportunities
- Capable of proactively identifying and implementing improvements to work practices as required
- Demonstrate a positive approach to change and keep up to date with developments in relevant areas.

Principal Conditions of Service

Probation:

A probationary period of six months applies to this position.

Pay:

As per current Government pay policy, the starting pay for this position will be at the minimum point of the **Assistant Principal** salary scale (**€65,000**). Please note the rate of remuneration may be adjusted from time to time in line with Government pay policy.

The salary scale for this position is as follows:

€65,000 €65,000 €66,040 €68,262 €70,479 €71,758 €73,995¹ €76,224²

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

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, e.g. 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.

Annual Leave:

Annual leave is 30 days

Selection Procedure

How to Apply:

An information booklet and application form are available for download at www.hiqa.ie/careers

An application should be made by submitting an application form in a single e-mail to careers@hiqa.ie

Closing Date:

The completed application document must be submitted by 5.00pm on **17th October 2014**

Selection Process:

The Health Information and Quality Authority will convene an expert board to carry out the competitive stages of the selection process to the highest standards of best practice. The approach employed may include:

- shortlisting of candidates on the basis of the information contained in their application to reduce the list of candidates to a more manageable number for interview. Please ensure that you complete all sections of the application form as comprehensively and as accurately as possible;
- a preliminary interview which may in turn include a written exercise;
- a competitive interview which may also include an assessment and/or presentation;

Interview Dates:

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

General Information

Interview Expenses:

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

Candidates Obligations:

Candidates should note that canvassing will disqualify 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 he/she has not been appointed to a post, he/she will be disqualified as a candidate; or
- where he/she has been appointed to a post, he/she shall forfeit that appointment.

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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.

The Importance of Confidentiality:

We would like to assure applicants that protecting confidentiality is our number one priority. Applicants can expect, and we guarantee, that all enquiries, applications and all aspects of the proceedings to the extent that they are managed by the Health Information and Quality Authority are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process. Applicants should note that all application material will be made available to the Health Information and Quality Authority.

Data Protection Acts 1988 and 2003:

When an application form is received, we create a record in the applicant's name, which contains much of the personal information supplied. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 and 2003.

Equality: The Health Information and Quality Authority is committed to a policy of Equal Opportunity.

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 he/she can seek a review under Section 7 of the Code of Practice governing the recruitment process by a person in the recruiting body (initial reviewer). Where a candidate remains dissatisfied following this initial review, he/she may seek to have the conduct of the initial review examined by a "decision arbitrator".

As an alternative to the above, it is open to a candidate to seek to have the matter resolved on an informal basis, as set out below. If a candidate remains dissatisfied following any such discussion it is open to him/her to seek a formal review.

Informal process:

- The candidate can avail of the informal review within 5 working days of notification of the initial decision, and should normally take place between the candidate and the person who communicated the decision (or relevant person).
- Where the decision being conveyed relates to an interim stage of a selection process, the request for informal review must be received within 2 working days of the date of receipt of the decision.
- Where a candidate remains dissatisfied following any such informal discussion, he/she may adopt the formal procedures set out below.
- If the candidate wishes the matter to be dealt with by way of a formal review, he/she must do so within 2 working days of the notification of the outcome of the informal review.

Formal process: Initial review:**Business Process Improvement Manager – Job Description**

- The candidate must address his/her concerns in relation to the process in writing to the Chief Executive, setting out those aspects of the action or decision in relation to his/her candidature that he/she wishes to have reviewed.
- A request for review must be made within 10 working days of the notification of the initial decision. Where the decision relates to an interim stage of a selection process, the request for review must be received within 4 working days.
- Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.
- The outcome must generally be notified to the candidate within 20 working days of receipt of the complaint or request for review. The candidate will receive the outcome of the review by means of a written report.
- Should a candidate be dissatisfied with the outcome of the initial review, he/she may request a review by a decision arbitrator of the conduct of the initial review.

Review by the decision arbitrator:

The decision arbitrator is appointed by the Chief Executive. The decision arbitrator is unconnected with the selection process and he/she will adjudicate on requests for review in cases where a candidate is not satisfied with the outcome of the initial review. The decision of the decision arbitrator in relation to such matters is final.

- A request made to the decision arbitrator must be received within 7 working days of the notification of the outcome of the initial review;
- The outcome of the investigation must be notified to the candidate in the form of a written report within 10 working days.

Where a candidate believes that an aspect of the process breached the CPSA's Code of Practice, he/she can have it investigated under Section 8 of the Code of Practice.

Informal process:

- The CPSA recommends that the candidate avail of the informal process to try to resolve the matter with the recruiting body. If the candidate is still dissatisfied he/she may resort to the formal process within 2 working days of receiving notification of the informal process.

Formal process:

- If you are requesting a formal review you must write to the licence holder providing details of the breach of the code of practice and enclosing any relevant documentation that might support the allegation.
- The outcome must generally be notified to the candidate within 20 working days of receipt of the complaint or request for review. If a decision cannot be made within this timeframe, the reviewer will keep the candidate informed of the status of the review.
- Should a candidate be dissatisfied with the outcome of this review, he/she may request a further review by referring the matter to the Commission for Public Service Appointments in the form of an appeal of the review of the licence holder. He/She must write to the Commission for Public Service Appointments within 10 working days of receiving the outcome of the licence Holder's review.

The codes of practice are available on the website of the Commission for Public Service Appointments, www.cpsa-online.ie.