HPRA
An tÚdarás Rialála Táirgí Sláinte
Health Products Regulatory Authority

Role Profile

Administrator, Business Process Coordination – Human Products Authorisation and Registration

ROLE SUMMARY

The Administrator is responsible for ensuring that all assigned National Variations Applications are processed from point of allocation through to issue, while liaising with colleagues both internally and externally. The administrator is responsible for ensuring efficient processing of applications assigned.

- The Administrator will work closely with the:
  - Case Administrator and Case Manager
  - BPC Case Administrators
  - Business Process Coordination Manager
  - Receipt and Validations Case Manager and teams
  - Clinical Assessment Managers and teams
  - Pharmaceutical Assessment Manager and team
  - Scheduling department
  - Other areas within the HPRA, as required

KEY RESPONSIBILITIES

- Operational Objectives
  - Provision of support to case administrators and case manager
  - Administrative support in the processing of assigned applications
  - Ensure effective distribution and co-ordination of all assigned cases from point of allocation through to issue.
  - Working closely with the assessment team to provide them with efficient administrative support.
  - Processing and managing non-assessed applications to a high standard and within the timelines.
  - Monitoring progress and status of cases to agreed timelines.
  - Updating and utilising all relevant technology in a timely manner, including our internal workflow systems and external European database, to assist in the efficient processing of assigned applications.
  - Provide support and cross cover to other sections within BPC
  - Liaising with external customers including pharmaceutical companies and other European regulatory bodies.

    - Liaising with other members of the Human Products Registration and Authorisation Department.
    - Non-product specific administration/secretarial work including typing, post, telephone queries, filing, photocopying and reception.

- Quality Management
    - Supporting the effective management of the HPRA Quality Management System within the BPC section.
    - Working with colleagues to develop and implement licensing policy and practice.

- Performance Management
    - Participating in the performance development programme (PDP) of the organisation and contributing to the setting of goals and objectives.
    - Working with the Case Administrator/Case Manager to agree appropriate performance related targets.
    - Reporting regularly on progress against specified objectives, goals and performance targets.
    - Taking measures to identify and resolve issues impacting performance.
    - Effectively communicating objectives, goals and performance targets within the team.
    - Promoting a positive, open, friendly and professional working environment.

- Communication/Customer Service
    - Participating at regular internal team, section and department meetings.
    - Working with the team to ensure delivery of efficient and effective customer service.
    - Ensuring that HPRA policies and procedures are communicated in a consistent way to stakeholders.
    - Liaising with relevant external organisations in relation to activities and processes relevant to the section.

- General
    - Performing other duties as the HPRA may reasonably require.

QUALIFICATIONS AND EXPERIENCE

- To be considered for this post, candidates must have:

    - Some relevant experience in a busy office environment
    - Ability to meet deadlines and reach targets.
    - Excellent organisation skills including the ability to prioritise and manage large volumes of work
    - Ability to use initiative and maintain output & productivity

- Excellent communication and interpersonal skills to liaise with relevant parties as required
- Ability to engage with stakeholders and understand their needs
- Excellent attention to detail
- Working knowledge of Microsoft office and database administration
- Previous experience working as part of a team

REMUNERATION

Salary: €26,613 per annum (*new entrants – incremental scale).

DURATION OF POST

This a one year fixed term contract post.

SUPERANNUATION

The new Single Public Service Pension Scheme ("Single Scheme") commenced with effect from 1 January 2013. All new entrants to pensionable public service employment on or after 1 January 2013 are, in general, members of the Single Scheme.

HOURS OF DUTY

The hours of duty are fixed by the HPRA from time to time. The current arrangements are Monday-Friday (minimum 35 hours). Appointees are eligible to participate in the flexitime arrangements after a period of six months.

LOCATION

The successful candidate will be working in the HPRA offices a minimum, of two days per week and can avail of working remotely up to a maximum of three days per week subject to the terms of the policy. The specific days each week when you work at each location will be determined by your manager. The HPRA reserves the right to cease, vary or change the office/home location split during or after the review period. Notwithstanding any applicable hybrid working arrangement, you may be required to work at any specified location as may be reasonably required by the HPRA from time to time.

ANNUAL LEAVE

Annual leave (exclusive of usual public holidays) is 22 days per annum.

DUTIES OF POST

The duties set out in the role profile (above) are indicative of responsibilities related to this role. As with all posts, the nature of HPRA business is evolving and flexibility is required in order to adapt to changing business needs.

REFERENCES

The names and addresses of two referees to whom the applicant is well known but not related must be submitted with the application. Reference may be made to current and former employers without further notification of the applicant. Applicants having any reservations on this matter should so state at time of application.

Note: The HPRA is not in a position to reimburse expenses incurred by candidates attending for interview.

HEALTH

A candidate must be fully competent and capable of undertaking the duties attached to the position and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

CLOSING DATE

The closing date for applications for this post is the **13th of February 2023**.

HOW TO APPLY

Applications should be submitted via the HPRA Recruitment Portal.

INTERVIEWS

It is anticipated that the interviews for this post will take place on **week commencing 20th February 2023.**

The HPRA will make reasonable accommodations for a person with a disability during the recruitment process.

CONFIDENTIALITY AND CONFLICT OF INTEREST

Employees are prohibited from having any personal or financial interest in any industry that the HPRA regulates from the date of appointment with the HPRA. All HPRA employees are required to declare any matter that could affect their impartiality or that could reasonably be perceived as

affecting their impartiality. All new entrants are required to complete a declaration of interests prior to commencing employment in the HPRA. The HPRA's Conflicts of Interest Assessment provides guidance on the types of interests to be declared. Any interests declared will be evaluated and any potential conflicts will be addressed in line with that Assessment.

The HPRA deals with highly confidential matters including identifiable details pertaining to healthcare professionals, patients and commercially sensitive information. Employees are prohibited from disclosing any information in relation to the business of any person obtained in his/her capacity as an officer of the HPRA.

DATA PROTECTION

The General Data Protection Regulation and Data Protection Acts 1988-2018 apply to the processing of personal data and the HPRA is committed to complying with its legal obligations in this regard. For information on how we process your information during recruitment, please see our privacy notice.

COLLECTIVE AGREEMENT: REDUNDANCY PAYMENTS TO PUBLIC SERVANTS

The Department of Public Expenditure and Reform introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

DECLARATION

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

* Candidates should note that entry will be at the minimum of the scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy.

EQUAL OPPORTUNITIES

The HPRA is an equal opportunities employer. We are committed to equal employment opportunity regardless of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the travelling community. The HPRA will make reasonable accommodations for a person with a disability during the recruitment process and can be notified in the course of the interview correspondence.