

Role Profile

Business Services Coordinator – ICT and Business Services

ROLE SUMMARY

The Business Services Coordinator role is based within the ICT & Business Services (ICTBS) department reporting to the ICT and Business Services Director.

Responsibilities of the Business Services Coordinator are broad ranging and focused on supporting the ICT and Business Services Director in the delivery of the organisations strategic agenda, service plan and digital transformation strategy. The role includes acting in a support, planning and coordination capacity, working with the Director of ICT and Business Services to prioritise, plan and monitor workload and progress, highlighting areas for focus, and following up on deliverables status. The role also entails supporting the Director by monitoring upcoming commitments and responsibilities, and ensuring they are adequately prepared.

The Business Services Coordinator will work closely with the ICT Manager and the Application Development Manager, and will maintain active working relationships with colleagues and stakeholders across the HPRA and the European network.

KEY RESPONSIBILITIES

- Strategic Objectives
 - Support the Director in contributing to the delivery of the organisation's strategic objectives, service plan and digital transformation strategy.
 - Support the Director in the preparation of the annual service plan.
 - Support the Director in the preparation of the annual departmental budget and individual project budgets.
 - Contribute to the development and refinement of key performance indicators and performance measures for the ICT and Business Services function.
 - Coordinate and support the development of an integrated view of current and emerging business and technology requirements, national and European, and contribute to the assessment of the impact across internal operational processes and systems. Establish a medium term portfolio view.
 - Provide support to the Director in their role as co-chair of the European Medicines Agency's (EMA) Network ICT Advisory Committee, including drafting papers and presentations.
 - Provide support for the preparation for range of national and international meetings to ensure HPRA attendees are properly prepared and positioned to maximise HPRA contribution and impact at these meetings.
 - Represent the HPRA at external meetings as required at national and international level, following up with relevant parties to ensure actions are delivered as required.
- Operational Objectives
 - Maintain on an ongoing basis a view of status and progress against annual service plan deliverables and the Digital Transformation Strategy.

- Produce periodic management reports and associated key performance indicators, coordinate the production of project reports and consolidate into an overall portfolio view.
- Support the delivery of projects, including assisting with the coordination of project activities across the organisation, and ensuring structured delivery of projects in line with good governance and practice. Contribute to improvements the HPRA project management approach.
- Contribute to improvements and changes to the organisation's processes, including providing process knowledge and support.
- Work closely with the other members of the ICT and Business Services team to ensure appropriate levels of communication, integrated planning and achievement of joint objectives.
- Support departmental related procurement activities, including contributing and/or coordinating the preparation and publication of tender document for technology related products and services. Coordinate and/or contribute to the evaluation of tender responses and supplier selection.
- Coordinate and contribute to the drafting and revision of information technology policy and procedure documents.
- Support budget tracking and financial reporting, and the management of departmental training plans.
- Participate and manage the involvement in audits including the tracking of implementation of any required corrective actions.
- Manage a variety of ad hoc projects for the Director as required.
- Quality and Knowledge Management
 - Work with colleagues across the organisation in ensuring effective implementation of HPRA Quality Management system across the ICT and Business Services department.
 - Work with colleagues within the department to ensure that there are effective mechanisms in place to capture, store and communicate key information, experience and knowledge gained by the HPRA.
- Performance Management
 - Participate in the performance management programme (PDP) to maximise performance and efficiency gains for the ICT and Business Services department.
 - Report regularly on progress against specified goals/targets and objectives.
 - Promote a positive, open, friendly and professional working environment.
- General
 - Maintain effective working relationships between the ICT and Business Services department and other areas of the HPRA, with stakeholders across the European network and the European Medicines Agency.
 - Attend and contribute to various forums, internal and external, such as meetings of the Planning Managers and the Section Managers forum.
 - Perform such other duties as the HPRA may reasonably require

QUALIFICATIONS AND EXPERIENCE

To be considered for this post, candidates must have:

- 3rd level qualification in business, information technology, engineering, management information systems or a relevant related discipline.
- A minimum of three years' relevant experience in a similar role.
- Exceptional organisational and planning skills that reflect the ability to perform and prioritise multiple tasks seamlessly and manage a portfolio of projects and activities.

- Excellent analytical skills, highly numerate with a demonstrated ability to become commercially aware and develop strong business acumen.
- Strong interpersonal skills and the ability to build relationships and networks with stakeholders,
- Demonstrable experience in understanding organisation processes and use of technologies to improve organisation performance.
- Excellent written, verbal and interpersonal skills with the ability to present at all levels e.g. ICT group meetings, senior management, business and cross-functional audiences.

In addition, the successful appointee will demonstrate;

- Broad knowledge of the operation of an organisation in a related field as well as its business processes and procedures.
- Working knowledge of regulatory affairs in human, veterinary and the medical device fields.
- Knowledge and experience of public procurement, with experience working with 3rd party providers.
- Proven problem-solving ability, the ability to work autonomously and to be effective independently.
- Strong relationship building and influencing skills with experience of working at all levels across an organisation.

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.

REMUNERATION

Salary: €51,342 per annum (*new entrants – incremental scale).

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 37 hours).

DURATION OF POST

This is a three-year contract post.

LOCATION

This role is being offered as part of our hybrid working model. The successful candidate can avail of working remotely for two days per week, and working three days per week in the HPRA offices, based in Kevin O'Malley house, Earlsfort Terrace, Dublin 2. The specific days each week when you work at each location will be determined by your manager. The introduction of the hybrid model will be subject to review at the end of 2022.

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 25 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 **31st May 2022**.

INTERVIEWS

Applicants attending for interview may be required to prepare a presentation or take part in a scenario-based practical - details will be notified to applicants who are shortlisted.

It is anticipated that the first round interviews for this post will take place during **mid to late June 2022**.

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

CONFIDENTIALITY AND CONFLICT OF INTERES

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 opportunity employer. The HPRA will not discriminate against an employee or prospective employee in relation to the nine discriminatory grounds as per the Employment Equality Acts, 1998-2015.