

## Role Profile

# Business Support Analyst, Business Services – ICT and Business Services

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### ROLE SUMMARY

As part of the ICT & Business Services department, the Business Services section is responsible for the development and implementation of ICT enabled change projects, which support the successful delivery of the HPRA's strategic plan.

Reporting to the Business Services Manager, the Business Support Analyst will support the department in the successful delivery of projects, and will support the gathering of facts and documentation for projects, recommending solutions, and act as liaison between ICT developers (internal and external) and HPRA stakeholders.

The Business Support Analyst will proactively engage in a structured manner with stakeholders to:

- Understand and document business process needs and how they can be delivered by ICTBS
- Work closely with the application support team, in developing and enhancement of bespoke applications
- Act as Project Manager when required, with responsibility to deliver on assigned projects, managing the full project lifecycle.

### KEY RESPONSIBILITIES

- Operational Objectives
  - Expand the project scope, objectives & deliverables as approved in the Business Case, in conjunction with the Project Manager/Sponsor and stakeholders
  - Act as the lead in the gathering of facts, information and documentation, to aid decision making and identification of solutions and savings
  - Capture, document and validate business requirements, using standard approaches, e.g., workshops, user observation, document reviews etc.
  - Work closely with external vendors as appropriate
  - Reporting: Produce standard and ad hoc reports on activities as required
  - Assist in ensuring smooth transition to new functions/processes that are identified during project phases working closely with the HR and Change (HRC) department
- Technical Objectives
  - Perform business process mapping and root cause analysis leading to documented requirements
  - Translate recommended solution(s) in business language to the project team and stakeholders
  - Support drawing up of test plans and assisting with their development and execution

- Communication/Customer Service
  - o Maintain effective working relationships with colleagues in sections and departments of the HPRA
  - o Collaborate closely with developers and subject matter experts throughout the project lifecycle
  - o Liaise with other bodies or groups as appropriate
  - o Present project updates to Management Committee as appropriate
  
- Quality and Knowledge Management
  - o Contribute to the effective implementation and management of the HPRA Quality Management system within the ICTBS department
  - o Comply with the procedures under the HPRA Quality System as it relates to the Business Services section
  - o Ensure that appropriate SOPs and work instructions are in place and in use, to support the HPRA Project Management Framework and the activities of the Business Services section
  - o Contribute to the continuous improvement of the HPRA project management methodology and Framework, to ensure that the approach continues to be the best fit for the organisation
  - o Ensure that there are effective mechanisms in place to capture, store and communicate key information, experience and knowledge gained by the Business Services section
  
- Performance Management
  - o Participate in and implementing the performance development programme (PDP) within the section
  - o Work with the Business Services Manager and other colleagues to promote effective performance within the section
  - o Effectively communicate goals, objectives and performance targets within the section
  - o Report regularly on progress against specified objectives, tasks and KPIs
  - o Ensure that issues impacting on performance are identified early to the Business Services Manager
  
- General
  - o Performing such other duties as the HPRA may reasonably require. This includes providing cross-cover for the Business Services Manager/PMO as required.

## **QUALIFICATIONS AND EXPERIENCE**

- To be considered for this post, candidates must have:
  - o A minimum of 2 years' relevant business analysis experience, including, demonstrated use of different Business Analysis methodologies, e.g., root cause analysis, process diagram flows, brainstorming, leading workshops etc.
  - o Achieved or be working towards a relevant qualification in business analysis/project management
  - o Excellent analytical and proven problem solving ability
  - o Excellent communication and interpersonal skills
  - o Excellent negotiation skills
  - o Strong attention to detail

- In addition to this the ideal candidate will have:
  - o Understanding and/or experience of public sector procurement process
  - o Knowledge and experience of Agile and Lean Six Sigma methodologies
  - o Experience in working with third party vendors

## **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.

## **REMUNERATION**

Salary: €43,628 per annum (\*new entrants - incremental scale).

## **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). Appointees are eligible to participate in the flexitime arrangements after a period of six months.

## **DURATION OF POST**

This is a two-year contract post.

## **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.

## **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.

## 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 Policy 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 policy.

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](#).

## 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.

## HOW TO APPLY

Applications should be submitted via the [HPRA Recruitment Portal](#).

## INTERVIEWS

It is anticipated that interviews for this post will take place on **Friday, 4<sup>th</sup> December 2020**.

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

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

## **CLOSING DATE**

The closing date for applications for this post is **Sunday, 22<sup>nd</sup> November 2020**.

## **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