

## Role Profile

# Digital Transformation Delivery Manager, ICT & Business Services

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### ROLE SUMMARY

The role of the Digital Transformation Delivery Manager is central to the provision of best in class information technology and business process capabilities to the HPRA, and supporting the organisation in fulfilling its regulatory function. The scope of the position includes supporting the delivery of the organisation's overall objectives and strategy, and specifically in delivering the digital transformation strategy to support the achievement of those objectives.

As a member of the ICT and Business Services (ICTBS) leadership team, the Digital Transformation Delivery Manager will lead and develop the Business Services team, from a technical, process and managerial perspective. They will work closely with the Director, the HPRA's leadership team and cross-organisationally to drive the organisation's approach to digital transformation.

The successful candidate will be responsible for the delivery of a varied portfolio of technology supported initiatives which contribute to the digital transformation strategy and will ensure alignment with the objectives of the overall organisation strategy. They will proactively engage with a diverse range of stakeholders across the organisation to understand business processes and requirements, and to identify and deliver on opportunities for improvement. They will proactively monitor process change and development demand, trends, and capacity, and will evaluate stakeholder feedback to develop and implement quality improvement measures and processes. Central to this work is the optimisation and rationalisation of transaction applications, the enhancement of digital integrations, and the improvement of the organisation's data and analytics capabilities.

The HPRA is closely integrated with the European Medicines Agency and other agencies across the European regulatory network. It has built, operates and develops critical solutions in use across the regulatory network. The Digital Transformation Delivery Manager will be responsible for maintaining active working relationships with colleagues and stakeholders across the European network, supporting convergence and harmonisation initiatives, and enhancing common solutions.

The ideal candidate will have a strong background in information technology and business processes, a developed understanding of deploying technology to enhance organisation performance, and a track record of delivering process change and technology solutions. They will be experienced in managing and getting the best from people and teams, and demonstrate a proven ability as an effective contributor at a senior level in the organisation.

Reporting to the Director of ICT and Business Services (ICTBS), the role will be Dublin based but will require some travel.

## KEY RESPONSIBILITIES

- Strategic Management
  - o Drive and support the delivery of the Digital Transformation Strategy and ensure alignment of activity with the HPRA's overall organisational strategy and service plans. Develop realistic plans and manage delivery of strategy components. Support the ICTBS department in delivering initiatives and projects that contribute to the achievement of the overall organisation strategic plan.
  - o Develop and maintain an integrated view of processes, applications, and change requirements across internal operational processes, and across common European platforms.
  - o Maintain a forward view of evolving business process requirements, application development demand, and of available resources and capacity. Determine and justify when additional capacity is required to support delivery schedules.
  - o Identify, plan and manage the integration of HPRA processes and applications with common European regulatory applications and platforms.
  - o Identify opportunities for enhanced application functionality to provide operational efficiencies and improved process capabilities to the organisation.
  - o Maintain visibility of emerging information technology concepts and delivery models, and evaluate their applicability and value for the HPRA.
  - o Identify and implement improvements in business process analysis, application development and project delivery through process, technology, policy or operational change.
  - o Provide technical oversight across systems and applications.
  - o Represent the HPRA at information technology forums organised by the European Medicines Agency (EMA), European Commission and other organisations as required.
  - o Lead, manage and develop staff through change and development initiatives and providing a supportive environment to enable a motivated, impactful and adaptable team.
  - o Support the ICTBS Director in the management and ongoing development of the ICTBS function.
  
- Delivery and Technical Management
  - o Provide expertise, guidance and direction on all aspects of optimisation of business process and information technology solutions, and promote an effective quality and risk management culture.
  - o Establish regular and effective engagement with a broad range of stakeholders at all levels to identify current and future process needs. Maintain visibility of, and an understanding of the continuously evolving domestic and European regulatory landscape.
  - o Working with a broad range of stakeholders, identify opportunities for process and decision making improvements, and determine how judicious deployment of technology solutions can enhance the organisation's operations.
  - o Establish appropriate organisation sponsorship and engagement for change and technology initiatives, and ensure organisation change resources are engaged as required. Manage the relationship with key stakeholders.
  - o Provide expertise, guidance and direction on all aspects of business analysis and project delivery, and promote an effective quality and risk management culture.
  - o Ensure utilisation of good project delivery practice to assure on schedule project delivery within the required parameters of scope, quality and cost. Monitor and control application development, ensuring appropriate use of tools, methodologies and procedures. Manage

the deliverables of external providers ensuring quality of deliverables and schedule adherence.

- Manage staff, internal and external, and third party solution providers, ensuring coordination between parties contributing to the delivery of business solutions, and ensure effective communication with stakeholders.
  - Continuously monitor current and future demand from projects, and support requirements of production solutions and factor into capacity plans.
  - Ensure effective management of investments in solutions and process change, and ensure value and expected benefits are achieved from initiatives undertaken.
  - Support the ICTBS Director in managing budgets.
  - Work with colleagues across the organisation in ensuring effective implementation of HPRA Quality Management system across the ICTBS department.
- People Management, Performance Management & Team Development
- Provide front-line HR management of staff (e.g. recruitment, managing attendance, performance and probation management, training etc.).
  - Providing performance feedback and mentoring support to staff in the team.
  - Oversee the development of all staff, including the development with HR of individual training plans and maintenance of training records and documentation.
  - Ensure provision of adequate technical, non-technical and continuous professional development for the team.
  - Promote effective performance and setting appropriate targets to deliver the sectional and departmental objectives, goals and vision.
  - Report regularly on progress against specified goals/targets and objectives. >>
  - Participate and conduct the performance development programme (PDP) within the Business Services team to maximise efficiency gains for the department.
  - Effectively communicating goals, objectives and performance targets.
  - Balance the demands and activity within the team to ensure an appropriate balance between project and support work.
  - Working with the ICTBS leadership team to promote effective performance within the department.
  - Work with the ICTBS leadership team, the HR & Change department, and other colleagues as required to manage recruitment and selection to the team.
- Communications/Customer Service
- Maintain effective working relationships with internal stakeholders and departments, to ensure that application development and deployment issues requiring cross-functional input are effectively addressed.
  - Maintain effective working relationships with stakeholders across the European network and the European Medicines Agency.

## QUALIFICATIONS AND EXPERIENCE

The ideal candidate will have the following: -

- Relevant third level degree in computing, engineering, science, or a business discipline with a significant information technology management component.
- Minimum of 5 years' experience with demonstrable experience implementing business transforming applications and technology, and contribution to organisation's strategy.
- Strong focus on optimisation of organisation operations, with demonstrable experience identifying enhancement opportunities and leading technology enabled processes improvements. Track record of successfully implementing large and/or complex business change and technology projects/programmes in a variety of organisations. Strong project management methodology knowledge and experience.
- Demonstrable track record of leading, managing and motivating teams in complex and challenging environments, fostering a constructive, collaborative and outcome orientated work ethic. Extensive experience assessing and developing skills and capabilities of a range of business analysis, technology, and project delivery professionals.
- Experience working as a member of a senior management team and interacting at the senior levels within an organisation. Strong stakeholder focus with excellent communication skills, and flexibility to communicate with a range of stakeholders at all levels.
- Financially literate with experience managing operational and project budgets, including experience preparing and managing operational budgets, preparing business cases and assessing investment proposals.
- Strong understanding of the architecture and management of complex process and information technology environments, ideally including applications, telecommunications, networks, hosting, and security.
- Demonstrable experience managing third party suppliers, including procurement, development of contracts and managing supplier performance and contract adherence. Significant public procurement experience.

## REMUNERATION

Salary: €88,005 (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 35 hours). Appointees are eligible to participate in the flexitime arrangements after a period of six months.

The HPRA are operating a hybrid model where work is carried out partly from the office (a minimum of 2 days per week) and partly using a remote working arrangement. This model permits an employee to carry out some of their duties at the HPRA offices and some from a remote location. The HPRA are currently in a test and learn phase of this hybrid working model, which is subject to review.

### **DURATION OF POST**

This is a three year fixed term contract.

Note: The issuing of a 3 year contract is standard HPRA practice prior to moving to permanency for long term roles, such as this.

### **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.

### **LOCATION**

This role is being offered as part of our hybrid working model. 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 27 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.

### **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. 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.

## CLOSING DATE

The closing date for applications for this post is **26<sup>th</sup> March 2023**.

## INTERVIEWS

Applicants attending for interview may be required to prepare a presentation/complete a practical test - details will be notified to applicants who are shortlisted.

It is anticipated that interviews for this post will take place **at the end of March/early April 2023**.

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

## 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.

### **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