

Candidate Campaign Information Pack

HR Business System/Processes Support Manager (Grade VII)

Dear Candidate,

Thank you for your interest in the post of HR Business System/Processes Support Manager (Grade VII).

This Candidate Pack includes the following information:

- Full and detailed Job Specification and important dates to note
- Recruitment Process detail
- Candidate General Declaration

Please ensure that you read this Campaign Information Pack in detail and that you fully understand the process.

For any informal enquiries regarding the position and job specification please contact Kim Hayes, HR Business Manager, HR Organisation Management and Management Information on 087 9188 130 or kim.hayes@tusla.ie.

Should you have any specific queries please contact the Tusla Recruitment team via:

tuslarecruit@tusla.ie.

Kind Regards,

Tusla Recruitment Team

Job Title and Grade	HR Business System/Processes Support Manager (Grade VII)
Campaign Reference	Tusla 14433
Grade Code	Grade Code 0582
Closing Date	Friday 27 th November 2015 at 12 noon
Proposed Interview Date (s)	Week commencing 7 th December 2015
Applications Considered via	Tusla Recruit
Taking up Appointment	Immediate
Details of Service	<p>The Child and Family Agency was established on 1st January 2014 and is responsible for improving wellbeing and outcomes for children. It represents the most comprehensive reform of services for the development, welfare and protection of children and the support of families ever undertaken in Ireland. It is an ambitious move which brings together some 4,000 staff who were previously employed within Children and Family services of the Health Service Executive, the National Educational Welfare Board and the Family Support Agency.</p> <p>The Child and Family Agency has responsibility for the following range of services:</p> <ul style="list-style-type: none"> • Child Welfare and Protection Services, including family support services; • Family Resource Centres and associated national programmes • Early years (pre-school) Inspection Services • Educational Welfare responsibilities including School completion programmes and Home School Liaison • Domestic, sexual and gender based violence services • Services related to the psychological welfare of children. <p>Further information is available on www.tusla.ie</p> <p>The HR Directorate is responsible for all aspects of HR for Tusla Staff. In January 2014 Tusla transferred staff from the three agencies above and 10 different payroll systems to one single integrated SAP HR/ Payroll system. The system modules include Personnel Administration, Organisation Management, Time, Payroll, Travel and Training and Events.</p>
Location of Post	The Brunel Building, Heuston South Quarter, Dublin. Domestic Travel will be required to visit Tusla locations in Ireland
Reporting Relationship	HR General Manager

Purpose of the Post	<ul style="list-style-type: none"> • To gain a detailed understanding of the SAP HR system in order to maximise the benefits to the organization. • Review and maintain SAP HR systems data integrity to ensure accuracy for Agency reporting. • Implement standardised SAP Processes ensuring appropriate governance across the Agency in all modules. • Project Manage SAP HR Projects as required. • Liaise with Stakeholders across the directorate and HSE HBS.
Principal Duties and Responsibilities	<ul style="list-style-type: none"> • To review current SAP HR processes and process structures to ensure appropriate governance across the agency. • To develop and streamline SOP's in line with SAP processes with particular emphasis on Time Entry. • To provide first line support to users on system functionality and business process issues and on-the-job coaching/mentoring for all SAP HR users within the organisation for the identified SAP roles. • Provide troubleshooting solutions when errors arise or a system issue occurs. • Provides first line support expertise and knowledge for all SAP users for their identified role(s) across SAP HR modules including Organisational Management, Personnel Administration and Personnel Development, Time Recording, Travel Expenses and reports. This includes SAP and the associated business processes and procedures. • To implement a train the trainer programme across the Agency for SAP HR Processes. • To develop SAP Super user group in Time Entry. • Provide feedback to management and ERPS HR SAP Support Team on how the system is being used, what the issues are for the business and users and what training will be required for users. • Pro-actively monitor data integrity and promote the application of best practices in data processing. • Be the contact point with the ERPS SAP Support Help Desk and provides prompt assessment of users issues. • Participates in training/knowledge transfer updates provided by the ERPS SAP HR Support Team. • Attend training (or uses computer based training) provided by the ERPS SAP HR support team.

	<ul style="list-style-type: none"> • Provide feedback and input on user documentation to ERPS SAP HR support team. • Involved directly in user acceptance testing of the system for organization specific system changes. • Attend and takes an active part in SAP HR user groups. • Work with ERPS SAP HR Project Team in implementing SAP upgrade(s). <p>The above Job Description is not intended to be a comprehensive list of all the duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him / her from time to time and to contribute to the development of the post while in office.</p>
Eligibility Criteria	<p>Applicants must by the closing date of application have the following:</p> <p>Be currently employed by HSE or Tusla at a grade not lower than Grade IV</p> <p style="text-align: center;">And</p> <p>Have at least two years continuous experience at a level not lower than Clerical Officer.</p> <p>Health</p> <p>A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.</p> <p>Character</p> <p>Each candidate for and any person holding the office must be of good character.</p> <p>Age</p> <p>Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant within the meaning of the Public Services Superannuation Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age.</p>
Post Specific Requirements	<ul style="list-style-type: none"> • SAP HR knowledge and Experience • SAP HR User • Proficient IT Skills including SAP, Microsoft Office.
Other requirements specific to the post	<ul style="list-style-type: none"> • Access to transport as Post holder will be required to travel on occasion
Skills, competencies and knowledge	<p>The successful candidate will demonstrate sufficient clinical and professional knowledge to carry out the duties and responsibilities of the role including:</p> <ul style="list-style-type: none"> • Leading and motivating yourself and others. • Influencing People and events in a change environment

	<ul style="list-style-type: none">• Project management experience• Analytical and problem solving skills.• Excellent Communication & Interpersonal Skills
Campaign Specific Selection Process Shortlisting / Interview	<p>Short listing may be carried out on the basis of information supplied in your application. The criteria for short listing are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements.</p> <p>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</p> <p>Those successful at the short listing stage of this process (where applied) will be called forward to interview.</p>
Code of Practice	<p>The Child and Family Agency will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specified the responsibilities place on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice.</p> <p>Codes of practice are published by the CPSA and are available on www.hse.ie/eng/staff/jobs in the document posted with each vacancy entitled “Code of Practice, information for candidates” or on www.cpsa.ie.</p>

Terms and Conditions of Employment

HR Business System/Processes Support Manager (Grade VII)

Tenure	<p>The appointment is whole-time and of Indefinite Duration. The post is pensionable.</p> <p>A panel will be formed from which current and future fixed term or Indefinite Duration posts of whole time or part time duration will be filled.</p> <p>Appointment as an employee of the Child & Family Agency is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointment) Act 2004.</p>
Remuneration	<p>The Salary scale for the post is €47,015 – €61,417 (01/11/2013)</p>
Working Week	<p>The standard working week applying to the post is: 37 hours</p>
Annual Leave	<p>The annual leave associated with the post is 30 days per annum.</p>
Superannuation	<p>All pensionable staff become members of the pension scheme.</p>
Probation	<p>Every appointment of a person who is not already a permanent officer of the Child & Family Agency/ Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71.</p>

Recruitment Process

1. Who should apply?

We are very interested to receive applications from all suitably qualified individuals who are interested in working with Tusla.

For each post there are criteria that apply to applicants which will determine if you are eligible or ineligible. Eligibility criteria are detailed on the Job Specification for each post.

Further eligibility information is available on the appendices detailed below:

- For information on “Non-European Economic Area Applicants” please see Appendix 1.
- For information on Security Clearance please see Appendix 2.
- Please note we cannot accept applications from applicants who are in receipt of pensions from particular superannuation schemes, please see Appendix 3 for more information on this.

2. How do I apply for this post?

You must complete the Tusla Recruit online application particular to this post.

- Please ensure that you have completed your Tusla Recruit Profile in full and you are happy that the information you have provided is accurate.
- As we require the same information from all candidates in order to make fair decisions on their applications we will not be able to process applications by any method other than that of the Tusla Recruit online application process.
- Tusla Recruit can only accept complete applications received by the closing date and time specified on the Job Specification.

We will contact you mainly by mobile phone and emails to your Tusla Recruit Profile. Therefore we recommend you specify in your application your personal mobile number and you fully complete your Tusla Recruit profile. It is your responsibility to ensure you have access to your mobile voice mails, text messages and your Tusla Recruit Profile. If you choose to use your work mobile and you do not have access to Tusla Recruit you may receive communications that have a time deadline requirement while working away or on leave.

3. How will the selection process be run?

- You must complete the official application form in full. If you do not complete the application form in full your application may not be submitted to the selection board for consideration and subsequent interview (if applicable).
- A selection board of senior managers will assess your application form against the eligibility criteria to see how your individual experience and skills match the needs of the post. The criteria for the selection exercise are based on the requirements of the post as outlined in the job specification. Therefore it is very important that you think about your experience in light of those requirements.
- There may be a number of stages of selection and short-listing or a ranking exercise may take place. A ranking exercise is an assessment that may be carried out on the basis of information supplied in your application form. The criteria for ranking are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of the job specification. Therefore it is very important that you think about your experience in light of those requirements. Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in 'bands' depending on the service needs of the organisation
- Any applicant who did not meet the eligibility criteria/ was not shortlisted will be informed of that decision and the reason why.
- Candidates who have demonstrated the requisite skills and experience will be called to interview.
- Any candidate invited to interview will be given more details regarding the interview at a later date.
- Candidates who are successful at interview will be placed on a panel (Talent Pool) in order of merit.
- We will offer the posts to the candidates with the highest scores on the panel (Talent Pool).
- If a candidate declines the post we will offer it to the next highest scoring candidate etc.
- Tusla Recruit must be satisfied that it has a full and comprehensive suite of references which assures it that the applicant's past performance and behaviours are appropriate to the post. Tusla Recruit determines the merit, appropriateness and relevance of references. Tusla Recruit reserves the right to remove candidates from specific recruitment panels (Talent Pools) and retract job offers if satisfactory clearances (e.g. past /current employment references, security

clearances) cannot be obtained or are unsatisfactory. All previous employers may be contacted for reference purposes. Please note Tusla Recruit may retract a job offer if sufficient satisfactory references cannot be obtained in a time frame congruent with service need. Tusla Recruit reserves the right to retract a job offer should the successful candidate be unable to fulfil the provisions / criteria of the specific post in line with service need.

4. Acceptance / Declination of a Job Offer

The time lines and panel (Talent Pool) management rules (i.e. how posts are offered) for each individual post will be included in the email communication sent to you for each individual post which arises and is relevant to your order of merit on the panel (Talent Pool).

5. Campaign Time Scales

The Closing date for this position is as stated in the Job Specification.

It is anticipated that interviews will be scheduled on the dates as specified in the Job Specification.

Therefore we advise that you note these dates in your diary now as due to the limited availability of the interview board it is unlikely that an alternative interview date and time can be offered.

Interviews will be held in person only, therefore candidates must be available to present for interview.

6. Security Clearance

Our office will seek Garda Vetting for all of your residences in the Republic of Ireland and Northern Ireland. Please see **Appendix 2** for more information on international clearances.

7. Appeal Procedures

Appointments in Tusla are made under a recruitment license and are subject to Codes of Practice established by the Commission for Public Service Appointments (CPSA). Under the Codes of Practice candidates are entitled to appeal any part of the appointment process that they feel is unfair or has been applied unfairly to them. Candidates are entitled to one of two forms of review procedure which are mutually exclusive - a Section 7 **or** a Section 8 review. Before submitting a request for

review candidates should determine which procedure is appropriate to their particular circumstances.

The procedures allow for matters to be resolved on an informal basis and candidates are advised to avail of the informal process before making use of the formal review procedure. Candidates should in the first instance make an informal appeal to Tusla Recruit Campaign Manager tuslarecruit@tusla.ie Please note that informal appeals prior to interview must be submitted within 2 working days of receipt of a decision. Informal appeals after interview must be submitted within 5 working days of notification of a decision.

We encourage you to visit www.cpsa.ie for further information on the code of practice and informal and formal review procedures.

Appendix 1

(i) EEA Nationals

EEA nationals who do not require work permits / visas / authorizations are nationals of the following countries: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, The Netherlands, Portugal, Spain, Sweden, United Kingdom, Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia, Slovenia, Norway, Iceland, Liechtenstein, Switzerland, Bulgaria and Romania.

(ii) NON-EUROPEAN ECONOMIC AREA APPLICANTS WHO RESIDE WITHIN THE STATE

In order that we can process your application it will be necessary for you to submit the following scanned documentation:

A scanned copy of your passport showing your identification i.e. the first page of your passport showing your photograph and personal details and current immigration stamp showing you have permission to be in this State.

And

A scanned copy of your current Certificate of Registration (GNIB card) showing Stamp 1, Stamp 4/4EUfam, Stamp 5

Or

A scanned copy of your current Certificate of Registration (GNIB card) showing Stamp 3 and scanned copies of the following:

Marriage/Civil Partnership Certificate

And

Spouse's passport showing their identification and current immigration stamp **and** their current GNIB card showing Stamp 1, 4 or 5

Or

If your spouse holds a Stamp 2 for the purposes of **PhD study**, please include a copy of their passport showing their identification and current immigration stamp **and** their current GNIB card showing Stamp 2 **and** documentary evidence from the relevant educational institution showing that they are a **PhD** student.

Applications that are not accompanied by the above documents where necessary will be considered incomplete and will not be processed any further.

This means that your application will not be submitted for the ranking exercise and subsequent invitation to interview.

For more details on EEA countries please see visit the Department of Jobs, Enterprise and Innovation website www.djei.ie

Please note:

Tusla Recruit welcomes applications from suitably qualified Non-EEA Nationals that have refugee status. We would be grateful if such applicants would provide documentary evidence confirming their status.

Appendix 2

All appointments will require satisfactory security clearances. Please note if you require overseas security clearance and are unable to produce it at the time of job offer then the job offer may be withdrawn.

If you lived in any country for 6 months or more other than the Republic of Ireland or Northern Ireland you will be required to provide security clearance for each jurisdiction in which you have resided. Your security clearance must be dated AFTER you left that country and cover the entire period of your residence. Seeking security clearances from other countries (e.g. UK, USA etc) are the responsibility of the candidate. It is a process which can take an amount of time. Therefore if you are interested in pursuing a career within Tusla we would strongly advise that you commence seeking international security clearances now.

PLEASE NOTE: the Garda clearance form which you complete and return only covers addresses in the Republic of Ireland and Northern Ireland. However all addresses from birth, including overseas addresses must be provided on our Garda Clearance form.

All Northern Ireland addresses on vetting applications must include a Postal Code.

Further information in respect of Postal Codes is available on the following websites:

www.royalmail.com/find-a-postcode

www.postoffice.co.uk/postcode-finder

If you have resided in countries outside of the Republic of Ireland and Northern Ireland for a period of 6 months or more, it will be mandatory for you to furnish this department with a Police Clearance Certificate from those countries stating that you have no convictions recorded against you while residing there. You will need to provide a separate Police Clearance Certificate for each country you have resided in. Clearance must be dated after the date you left the country/countries.

Note: Candidates who studied outside of Ireland e.g. in the UK, please pay particular attention to this. You will require UK disclosure to cover the entire period you were in the UK. Clearance must be dated **after** you left the UK.

The following websites may be of assistance to you in this regard:

United Kingdom

London:

<http://content.met.police.uk/Site/infomationaboutyourself>

[Metropolitan Police Service - Your right to information](#)

www.disclosurescotland.co.uk

<http://www.south-wales.police.uk/more-about-us/your-right-to-information/data-protection/>

www.north-wales.police.uk

The <http://www.police.uk/forces/> website will provide you with a link to each police force site in the UK. Click on the relevant force covering the area where you resided. A search under Data Protection or Data Access Request or Subject Access Request will bring you to the relevant section of that Police Forces website.

<https://www.gov.uk/browse/working/finding-job> (This website will provide you with a list of registered agencies to contact in the UK who may process your request for UK clearance with the Criminal Records Bureau).

Australia

www.afp.gov.au This website will provide you with information on obtaining a national police clearance certificate for Australia

New Zealand

www.courts.govt.nz This website will provide you with information on obtaining police clearance in New Zealand.

United States of America

Please note that valid Security/Overseas Clearance from the USA must be obtained from the **FBI only**,

http://travel.state.gov/travel/tips/emergencies/emergencies_1201.html

FBI Clearance is valid for all of the United States and convictions / remarks occurring anywhere in the United States would be noted. Individual US State Clearance (e.g., New York State Clearance) is not acceptable as it is valid for that State alone and convictions / remarks occurring in other States may or may not be noted.

Other Countries

- For other countries not listed above you may find it helpful to contact the relevant embassies who could provide you with information on seeking Police Clearance.

- Candidates please do not send us your overseas clearance or any other documentation unless we request it from you. Candidates who receive job offers will have 5 working days in which to produce the required documentation; otherwise the job offer will be withdrawn.
- When requested, a copy of your overseas Clearance will be retained on file and the original returned to you by post.

Note: Any costs incurred in this process will be borne by the candidate.

Appendix 3

Candidates who CANNOT APPLY

Applications received from candidates who fall under the below categories will not be processed further in the selection process; this means that you will not be invited to interview.

Persons in receipt of a pension from specified Superannuation Schemes

Tusla and the HSE has implemented a policy which prohibits the rehire of retired members of Tusla and the HSE staff in all grades. You will not be eligible to compete for posts to be filled in this campaign if you have previously worked for Tusla/ the HSE/former Health Boards and are now in receipt of a pension awarded under the terms of one of the following Pension Schemes:

1. Local Government Superannuation Scheme (LGSS)
2. HSE Employee Superannuation Scheme
3. Voluntary Hospital's Superannuation Scheme (VHSS) (Officers or Non Officers Schemes)
4. Nominated Health Agencies Superannuation Scheme (NHASS).

Prospective candidates must satisfy themselves as to their eligibility to be employed by the Health Service Executive before applying/competing for posts to be filled through this recruitment campaign.

Former Health Service and public sector employees must ensure that they adhere to their contractual obligations where they have previously availed of the Incentivised Scheme of Early Retirement (ISER), 2010 Voluntary Early Retirement Scheme (VER) or 2010 Voluntary Redundancy Scheme (VRS).

General Declaration

It is important that you read this Declaration carefully and then sign it in the space below.

Part 1:

Obligations Placed on Candidates who participate in The Recruitment Process.

The Public Services Management (Recruitment and Selection) Act 2004 makes very specific provisions in relation to the responsibilities placed on candidates who participate in recruitment campaigns and these are detailed in Section 4 of the Code of Practice under the Act.

These obligations are as follows:

Any canvassing by or on behalf of candidates shall result in disqualification and exclusion from the recruitment process. Candidates shall not:

- Knowingly or recklessly make a false or a misleading application
- Knowingly or recklessly provide false information or documentation
- Canvass any person with or without inducements
- Impersonate a candidate at any stage of the process
- Knowingly or maliciously obstruct or interfere with the recruitment process
- Knowingly and without lawful authority take any action that could result in the compromising of any test material or any evaluation of it
- Interfere with or compromise the process in any way

Any person who contravenes the above provisions, or who assists another person in contravening the above provisions, shall be guilty of an offence.

It is the policy of Tusla to report any such above contraventions to An Garda Síochána.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment/selection process, then, in accordance with the Public Services Management (Recruitment and Selection) Act 2004:

- Where s/he has not been appointed to a post, s/he shall be disqualified as a candidate and;
- Where s/he has been appointed as a result of that process, s/he shall forfeit that appointment

Part 2:

Declaration: 'I declare that to the best of my knowledge and belief there is nothing in relation to my conduct, character or personal background of any nature that would adversely affect the position of trust in which I would be placed by virtue of my appointment to this position. I hereby confirm my irrevocable consent to the Child and Family Agency to the making of such enquiries, as the Child and Family Agency deems necessary in respect of my suitability for the post in respect of which this application is made.

I hereby accept and confirm the entitlement of the Child and Family Agency to reject my application or terminate my employment (in the event of a contract of employment having been entered into) if I have omitted to furnish the Child and Family Agency with any information relevant to my application or to my continued employment with the Child and Family Agency or where I have made any false statement or misrepresentation relevant to this application or my continuing employment with the Health Service.

Furthermore, I hereby declare that all the particulars furnished in connection with this application are true, and that I am aware of the qualifications and particulars for this position. I understand that I may be required to submit documentary evidence in support of any particulars given by me on my Application Form. I understand that any false or misleading information submitted by me will render me liable to automatic disqualification or render me liable to dismissal, if employed.'

Failure to sign application will render it invalid.*

Signed: _____ (Candidate Name) Date: _____

***Important: If you are submitting your application via Tusla Recruit online we will accept the Declaration unsigned once you have confirmed understanding of the document via the system process but you will be required to sign the Declaration at interview should you one.**