

## **CANDIDATE INFORMATION BOOKLET**

**PLEASE READ CAREFULLY**

The Health Information and Quality Authority (HIQA) is undertaking a competition for the purpose of identifying suitable candidates for appointment to the position of:

**Document Management Specialist– Corporate Operations Directorate  
Health Information and Quality Authority**

**CLOSING DATE for receipt of completed applications:**

**5.00pm on Thursday 3<sup>rd</sup> January 2019**

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This recruitment campaign will be in compliance with the Code of Practice, Appointment to the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA). The campaign will be conducted under the recruitment licence of the Health Information and Quality Authority.

This Code of Practice is published by the CPSA and are available on  
[www.cpsa-online.ie](http://www.cpsa-online.ie)



## Document Management Specialist

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**Reporting to:** Head of Quality  
**Grade:** Higher Executive Officer  
**Location:** Cork  
**Assignment:** Quality team, Corporate Operations Directorate

### Overall Purpose:

HIQA has a document management system which is a key element of its quality management system. The document management system, known as Precision, is the tool by which all controlled documents are managed. All processes in HIQA must be documented and require control. The effective version must always be available to staff members.

### Key Duties and Responsibilities:

The document management specialist has overall responsibility for the management of Precision. The post holder is responsible for:

- The management of the document coding and the Precision master list
- Undertaking periodic review auditing to provide assurance that controlled documents are appropriately named, coded, version controlled and with an up to date revision history
- Designing training tools
- Training for all staff on the use of Precision
- Supporting staff using Precision, who are creating, revising, approving, publishing and obsoleting controlled documents
- The development and revision of all controlled documents which support the use of Precision
- Identifying and working on any technical changes and improvements to Precision
- Manages any Precision-related risks.

This job description is intended as a basic guide to the scope and responsibilities of the position; it is subject to ongoing review and will evolve in line with the constantly evolving practices and functions of the Authority's work.

## Requirements

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### Essential:

Candidates must, on or before **5.00pm on Thursday 3<sup>rd</sup> January 2018** have the following essential requirements:

### Eligibility Criteria

The post holder must have:

- i. A minimum of Level 7 (Ordinary Bachelor Degree) on the National Framework of Qualifications; **and**
- ii. Three years' experience in quality management and document management systems; **and**
- iii. A high level of skill in using all programmes in Microsoft office such as Excel, PowerPoint and Visio.

### Desirable:

Experience of working in the public sector and the health and social care areas.  
A recognised QMS qualification.  
Proficient in the use of SharePoint.

### Core Competencies:

The candidate must be able to clearly demonstrate the following:

#### Knowledge & Experience:

- An in depth knowledge of all elements of document management
- Operational skills in running and managing a document management system
- A logical and pragmatic in approach, delivering the best possible results with the resources available
- Familiarity with at least one recognised quality management system
- Experience in using quality improvement methodology

#### Analytical & Judgement Skills:

- Ability to assess the needs of a complex organisation
- Identification, assessment and prioritisation of the organisation's needs
- Capability to identify improvements to the document management system and to HIQA's QMS
- Auditing skills, in order to take lead and take part in in house audits of Precision and other areas of the organisation.

#### Communication and Influencing Skills:

- Ability to work as a member of a team and to contribute to the achievement of business plan objectives
- Ability to deliver training and support to staff
- Presentation skills to deliver information and advice
- Builds and maintains contact with colleagues and other stakeholders to assist in performing role
- Presents information clearly, concisely and confidently when speaking and in writing.

## Principal Conditions of Service

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### Probation:

A probationary period of six months applies to this position.

### Pay:

**Please note that this appointment will be at the first point of the scale.**

As per current Government pay policy, the starting pay for this position will be at the minimum point of the **Higher Executive Officer** salary scale (**€48,028 pa**). Please note the rate of remuneration may be adjusted from time to time in line with Government pay policy.

The incremental progression for this scale is in line with Government pay policy.

The salary scale for this position is as follows, **starting at the first point**:

#### **HIGHER EXECUTIVE OFFICER(PPC)**

€48,028 €49,432 €50,832 €52,233 €53,638 €55,040 €56,441 €58,466<sup>1</sup> €60,486<sup>2</sup>

*1. After 3 years' satisfactory service at the maximum*

*2. After 6 years' satisfactory service at the maximum*

### Superannuation:

Pensionable public servants (new joiners) recruited on or after 1 January 2013 will be members of the Single Public Service Pension Scheme. Please note that the Single Public Service Pension Scheme applies to all pensionable first-time entrants to the public service, as well as to former public servants returning to the public service after a break of more than 26 weeks. In certain circumstances, e.g. where the public servant was on secondment or approved leave or remains on the same contract of employment, the 26-week rule does not apply. The legislation giving effect to the Scheme is the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

For those who are not subject to the Single Public Service Pension Scheme (e.g. those transferring from other public service employment where the break in service, if any, is less than 26 weeks), the terms of the Health Information and Quality Authority Superannuation Scheme will apply.

### Annual Leave:

Annual leave is 29 days, rising to 30 days after 5 years' service.

## Selection Procedure

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### How to Apply:

A detailed job description, application form and information regarding this role are available for download from <https://www.sigmarrecruitment.com/clients/higa>

For further information please contact Sigmar Recruitment on 01 4744653 or via email at [higaapplicationform@sigmar.ie](mailto:higaapplicationform@sigmar.ie).

### Closing Date:

The completed application document must be submitted by **5.00pm on Thursday 3<sup>rd</sup> January 2018**.

Only applications uploaded to <https://www.sigmarrecruitment.com/clients/higa> will be accepted. CVs will not be accepted.

*Note: Please ensure to upload your application form for the correct role as this could lead to disqualification from the competition.*

### Selection Process:

The Health Information and Quality Authority will convene an expert board to carry out the competitive stages of the selection process to the highest standards of best practice. The approach employed may include:

- Short listing of candidates on the basis of the information contained in their application to reduce the list of candidates to a more manageable number for interview. Please ensure that you complete all sections of the application form as comprehensively and as accurately as possible.
- A preliminary interview which may in turn include a written exercise.
- A competitive interview which may also include an assessment and/or presentation.

### Interview Dates:

The onus is on all applicants who are shortlisted for interview to ensure they are available for interview on the identified date.

## **General Information**

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### **Interview Expenses:**

The Health Information and Quality Authority will not be responsible for any expense, including travelling expenses that applicants may incur in connection with their application for this post.

### **Candidates Obligations:**

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Candidates must not:

- knowingly or recklessly provide false information;
- canvass any person with or without inducements;
- impersonate a candidate at any stage of the process;
- interfere with or compromise the process in any way.

Where a candidate is found guilty of canvassing or in breach of any of the above, then:

- where he/she has not been appointed to a post, he/she will be disqualified as a candidate; or
- where he/she has been appointed to a post, he/she shall forfeit that appointment.

### **Deeming of Candidature to be withdrawn:**

Candidates who do not attend for interview when and where required by the Health Information and Quality Authority, or who do not, when requested, furnish such evidence as the Health Information and Quality Authority require in regard to any matter relevant to their candidature, will have no further claim for consideration.

### **Quality Customer Service:**

The Health Information and Quality Authority aims to provide an excellent quality service to all our customers. If, for whatever reason, an applicant is unhappy with any aspect of the service received, we urge applicants to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

### **The Importance of Confidentiality:**

We would like to assure applicants that protecting confidentiality is our number one priority. Applicants can expect, and we guarantee, that all enquiries, applications and all aspects of the proceedings to the extent that they are managed by the Health Information and Quality Authority are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process. Applicants should note that all application material will be made available to the Health Information and Quality Authority.

### **Data Protection:**

For further information on how the Health Information and Quality Authority processes your data, please review the privacy notice on our website: <https://www.hiqa.ie/reports-and-publications/corporate-publication/hiqa-privacy-notice>

### **Equality:**

The Health Information and Quality Authority is committed to a policy of Equal Opportunity.

## **Guidelines for Dealing with Appeals/Requests for Review**

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The Health Information and Quality Authority will consider requests for review in accordance with the provisions of the codes of practice published by the Commission for Public Service Appointments (CPSA). Where a candidate is unhappy with an action or decision in relation to their application he/she can seek a review under Section 7 of the Code of Practice governing the recruitment process by a person in the recruiting body (initial reviewer). Where a candidate remains dissatisfied following this initial review, he/she may seek to have the conduct of the initial review examined by a "decision arbitrator".

As an alternative to the above, it is open to a candidate to seek to have the matter resolved on an informal basis, as set out below. If a candidate remains dissatisfied following any such discussion it is open to him/her to seek a formal review.

### **Informal process:**

- The candidate can avail of the informal review within 5 working days of notification of the initial decision, and should normally take place between the candidate and the person who communicated the decision (or relevant person).
- Where the decision being conveyed relates to an interim stage of a selection process, the request for informal review must be received within 2 working days of the date of receipt of the decision.
- Where a candidate remains dissatisfied following any such informal discussion, he/she may adopt the formal procedures set out below.
- If the candidate wishes the matter to be dealt with by way of a formal review, he/she must do so within 2 working days of the notification of the outcome of the informal review.

### **Formal process: Initial review:**

- The candidate must address his/her concerns in relation to the process in writing to the Chief Executive, setting out those aspects of the action or decision in relation to his/her candidature that he/she wishes to have reviewed.
- A request for review must be made within 10 working days of the notification of the initial decision. Where the decision relates to an interim stage of a selection process, the request for review must be received within 4 working days.
- Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.
- The outcome must generally be notified to the candidate within 25 working days of receipt of the complaint or request for review. The candidate will receive the outcome of the review by means of a written report.
- Should a candidate be dissatisfied with the outcome of the initial review, he/she may request a review by a decision arbitrator of the conduct of the initial review.

### **Review by the decision arbitrator:**

The decision arbitrator is appointed by the Chief Executive. The decision arbitrator is unconnected with the selection process and he/she will adjudicate on requests for review in cases where a candidate is not satisfied with the outcome of the initial review. The decision of the decision arbitrator in relation to such matters is final.

- A request made to the decision arbitrator must be received within 7 working days of the notification of the outcome of the initial review;
- The outcome of the investigation must be notified to the candidate in the form of a written report within 10 working days.

Where a candidate believes that an aspect of the process breached the CPSA's Code of Practice, he/she can have it investigated under Section 8 of the Code of Practice.

### **Informal process:**



- The CPSA recommends that the candidate avail of the informal process to try to resolve the matter with the recruiting body. If the candidate is still dissatisfied he/she may resort to the formal process within 2 working days of receiving notification of the informal process.

#### **Formal process:**

- If you are requesting a formal review you must write to the licence holder providing details of the breach of the code of practice and enclosing any relevant documentation that might support the allegation.
- The outcome must generally be notified to the candidate within 25 working days of receipt of the complaint or request for review. If a decision cannot be made within this timeframe, the reviewer will keep the candidate informed of the status of the review.
- Should a candidate be dissatisfied with the outcome of this review, he/she may request a further review by referring the matter to the Commission for Public Service Appointments in the form of an appeal of the review of the licence holder. He/She must write to the Commission for Public Service Appointments within 10 working days of receiving the outcome of the licence Holder's review.

The codes of practice are available on the website of the Commission for Public Service Appointments, **[www.cpsa-online.ie](http://www.cpsa-online.ie)**.