Health
Information
and Quality
Authority

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

CANDIDATE INFORMATION BOOKLET

PLEASE READ CAREFULLY

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

Role Title:	Head of Architecture
Grade:	Engineer Grade I
Tenure:	Permanent
	Additionally, HIQA may create a panel for future permanent and fixed term vacancies that may arise
Location:	Cork, Dublin or Galway
Blended Working:	1-2 days a week in the office and the remainder of the working week spent working from home. Further information can be found below under **Interim Blended Working Arrangements**.
Salary:	€77,114 (Engineer Grade I, Point 1)
Closing date:	5.00pm on Monday 14th November 2022

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 competition will be conducted under the recruitment licence of the Health Information and Quality Authority. The final Selection Process will be carried out by the Health Information and Quality Authority.

This Code of Practice is published by the CPSA and is available on www.cpsa.ie

About the Health Information and Quality Authority (HIQA)

The Health Information and Quality Authority (HIQA) is an independent statutory authority established to drive high-quality and safe care for people using our health and social care services in Ireland.

HIQA's mandate to date extends across a specified range of public, private and voluntary sector services. Reporting to the Minister for Health and engaging with the Minister for Children, Equality, Disability, Integration and Youth Affairs, HIQA's role is to develop standards, inspect and review health and social care services and support informed decisions on how services are delivered. HIQA has responsibility for the following:

- **Setting standards for health and social care services** — Developing person-centred standards and guidance, based on evidence and international best practice, for health and social care services in Ireland.

- **Regulating social care services** — The Chief Inspector within HIQA is responsible for registering and inspecting residential services for older people and people with a disability, and children's special care units.

- **Regulating health services** — Regulating medical exposure to ionising radiation.

- **Monitoring services** — Monitoring the safety and quality of health services and children's social services, and investigating as necessary serious concerns about the health and welfare of people who use these services.

- **Health technology assessment** — Evaluating the clinical and cost-effectiveness of health programmes, policies, medicines, medical equipment, diagnostic and surgical techniques, health promotion and protection activities, and providing advice to enable the best use of resources and the best outcomes for people who use our health service.

- **Health information** — Advising on the efficient and secure collection and sharing of health information, setting standards, evaluating information resources and publishing information on the delivery and performance of Ireland's health and social care services.

- **National Care Experience Programme** — Carrying out national service-user experience surveys across a range of health services, in conjunction with the Department of Health and the HSE.

Key Areas for Performance

HIQA has identified key behavioural and technical competencies for effective performance through a Competency Framework as seen below. Please refer to the role description for an overview of each competency and the proficiency levels required for this role. For more in-depth information on the competencies. It is important that you review the full competency framework guidance document which is available at: https://www.hiqa.ie/about-us/careers.
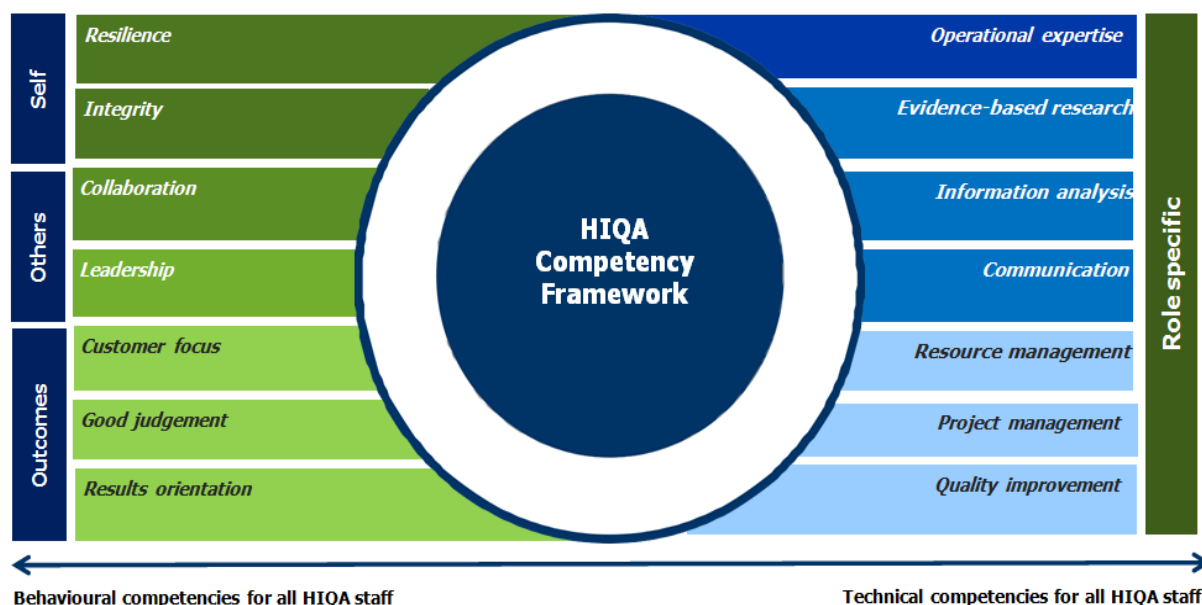
Proficiency Levels

This Competency Framework is based on four levels of proficiency that build on each other:

Emerging/ Developing: The level of competency required to carry out some of the core requirements of the role, with support/leadership required to develop competency in other requirements

Proficient: The level of competency required to carry out the core requirements of a role

Skilled: The level of competency required to carry out the core requirements of a role, and develop capability in others or demonstrate the competency in a more senior or complex role

Master: The level of competency required to carry out the core requirements of a role, develop capability in others, demonstrate the competency in a more senior or complex role and be seen as a role model in the organisation or field in that area of competence.

Role Description

Role Overview	
Role Title	Head of Architecture
Directorate	Information Division
Grade	Engineer Grade I
Reports To	Chief Information Officer

Role Purpose	
The purpose of this role within the relevant business unit and for HIQA as a whole:	HIQA is currently implementing a significant Digital and Data transformation strategy. This strategy will be leveraging cloud and hybrid technology solutions to modernise HIQA's Enterprise regulatory requirements. The technology solutions considered includes External portal, Collaboration technologies, Data warehouse/Data lake and external / internal facing productivity requirements. This is a key role in the delivery of this Digital and Data transformation strategy, the incumbent will be responsible to ensure the end to end architecture is suitably designed and implemented to achieve the current and future business requirements. The incumbent of this role will enhance the architecture function. This role requires to design, enhance and implement architecture principles and best practices needed to ensure the target strategic and operational solutions are fit for purpose. The Head of Architecture is responsible for identification and selection of suitable Digital technology solutions with specific emphasis on cloud services, has deep subject matter expertise, and can evaluate new technologies for fit in current infrastructure as well as align it with future technology architecture. The current solution is Microsoft Dynamics, version 2011, which interfaces with a custom external facing Portal and other internal applications such as HR and Finance systems. Digital and Data Transformation Strategy (DDTS) implementation programme is currently in progress. A strategic procurement process as part of DDTS is underway to implement a modern state of the art technology solutions including CRM, Business Process Management and Portal functionality. In addition, a modern work place and productivity suite is being implemented. A comprehensive technology roadmap is developed with external consultants and currently being implemented.

Behavioural Expectations	
The way that HIQA people are expected to work to role model HIQA values:	The incumbent of this role is expected to demonstrate HIQA's values in the delivery of every day work and interactions with service users and colleagues, by putting people first, being fair and objective, being open and accountable, demonstrating excellence and innovation and working together.

Common Tasks	
Team Member	▪ Seek clarity on the tasks associated with own role ▪ Complete tasks in compliance with policies and procedures ▪ Adhere to relevant legislation, standards and internal audits ▪ Fulfil any mandatory or professional competency requirements ▪ Maintain confidentiality and a professional approach ▪ Raise any concerns in relation to workplace health and safety ▪ Actively identify learning needs and development opportunities

	▪ Actively contribute as a team member
	▪ Follow direction and take on new and different tasks
	▪ Set and achieve performance goals that contribute to HIQA strategy
	▪ Regularly seek feedback to meet performance expectations and goals

Common Tasks

| **Manager** | **Team management:**
▪ Set clear strategic direction and action plans for direct reports
▪ Build team cohesion and cultivate an engaged, productive environment
▪ Undertake regular coaching, performance feedback and development conversations with direct reports
▪ Ensure direct reports access appropriate training and development
▪ Plan for and manage recruitment activity and vacant roles
▪ Manage staff retention and attrition effectively

Operational management:
▪ Contribute to business planning and knowledge management
▪ Forecast and manage resources in line with available budget
▪ Ensure that policies and procedures in area are current and adhered to
▪ Ensure compliance with workplace health and safety standards
▪ Meet audit requirements and ensure legislative compliance
▪ Report on performance and relevant business measures as required
▪ Identify risks, and develop contingency plans where necessary
▪ Identify inefficiencies and implement improvements to work practices |

Role Specific Tasks

| The key tasks and activities associated with the role: | ▪ Management of end to end application and infrastructure architecture for the organisation.
▪ Research, design, and development of the architecture requirements and standards.
▪ Overall systems analysis and design, including sign-off of integrated designs.
▪ Provide architectural consulting expertise, direction, and assistance to systems analysts, design, IT cloud engineers, and other systems architects, developers and technical staff.
▪ Develop solution architecture for system of record, system of design and innovation to ensure the full suite of business applications and productivity suite requirements are fully met.
▪ Technical leadership across all applications including providing technical guidance and assistance.
▪ Definition and implementation of design standards and 'best practice'
▪ Document and develop in-depth knowledge of company's existing IT and cloud architecture/infrastructure, and technology portfolio.
▪ Develop and manage an IT technology architecture aligned with strategic needs of the business.
▪ Possess greater insight to build capacity and capability required to deliver the solution.
▪ Develop, document, communicate, and enforce a technology standards policy and architecture framework. |

	- Conduct research on emerging technologies including cloud in support of infrastructure, application development efforts, and recommend suite of technologies that will increase cost effectiveness and system / infrastructure flexibility. - Develop, document, make recommendations, and communicate plans for investing in IT infrastructure, including analysis of cost reduction opportunities. - Design, develop, and oversee implementation of end-to-end IT integrated systems. - Develop, guide and execute test plans to check IT cloud infrastructure and systems technical performance. Report on findings and make recommendations for improvement. - Researching external industry and competitor technology trends and evaluating current and emerging technologies - Provide hands-on solutions designed for business requirements and ensures that solutions effectively meet business needs and are fit for purpose - To undertake other duties and responsibilities as may be determined by the relevant Manager and/or the relevant Director The contents of any role description are not exhaustive and are intended to be indicative of the scope of the role. Role descriptions are reviewed by Line Managers and HIQA on an annual basis or to reflect role changes and ensure the content is accurate and up to date.
Qualifications	
The qualifications that are **essential** to effectively meet the requirements of the role:	Degree/Post graduation qualification (Minimum of Level 8 on the National Framework of Qualifications or equivalent) in a discipline deemed relevant by the Authority for the post of Head of Architecture
The qualifications that are **desirable** to effectively meet the requirements of the role:	Suitable Architecture certification such as TOGAF or other industry standard certification or suitable experience
Knowledge and Experience	
The knowledge and experience that is **essential** to effectively meet the requirements of the role:	- Minimum of 6 years direct experience in designing and architecting software solutions across the enterprise covering CLOUD services (public, private, hybrid) across AWS, Azure, other. - Excellent experience in co-ordination with business and Technology teams on various project/operational activities. - Excellent understanding and experience of typical multi-tier architectures: web servers, micro services, caching, application servers, load balancers, and storage. - Solid understanding of Relational Database Management System (RDBMS) and NoSQL. - Knowledge of message queuing and middleware integration services. - Familiarity with loose coupling and stateless systems. - Understanding of different consistency models in distributed systems. - Experience with route tables, access control lists, firewalls, NAT, HTTP, DNS, IP and OSI Network. - Knowledge of RESTful Web Services, XML, JSON. - Strong knowledge of the software development lifecycle. - Work experience with information and application security concepts, mechanisms, and tools. - Awareness of end-user computing and collaborative technologies. - System performance tuning. - Information and application security concepts including public key encryption, remote access, access credentials, and certificate-based authentication.

The knowledge and experience that is **desirable** to effectively meet the requirements of the role:	- Experience in working at IT management level and comfortable in interacting with senior executives. - Experience in leading a multi-disciplinary team, managing team member's workload and development tasks. - Hands-on experience with core LAN/WAN network technologies.

HIQA Competencies (Behavioural)	Description	Required Proficiency
Resilience	Maintains personal confidence and is able to manage self and emotions in a flexible and adaptive manner when faced with adversity or challenging situations	Master
Integrity	Is sincere, respects and values others, maintains a high standard of personal ethics, reliably delivers on promises and takes a rights-based approach to all decisions and actions	Skilled
Collaboration	Builds relationships based on collaboration and trust, is politically and socially astute in approach and is able to resolve difficult situations and conflict	Master
Leadership	Orients self and others to a vision, engages with and contributes to an inclusive and productive work environment; holds to account, promotes learning and challenges self and others to achieve a shared purpose	Skilled
Customer Focus	Recognises internal and external customers and stakeholders, and proactively seeks to understand, uphold and respond to their needs	Skilled
Good Judgement	Seeks and analyses information to better understand complex situations, applies an ethical framework to make critical and objective evaluations and reaches high-quality decisions that are contextually relevant	Master
Results Orientation	Can deliver results in challenging situations with and through others, strives to exceed expectations and creates as much value as possible	Skilled

HIQA Competencies (Technical)	Description	Required Proficiency
Operational Expertise	Applies knowledge, skills and abilities to fulfil requirements of the role effectively in the context of the operational area and function	Master
Evidence-Based Research	Critically seeks information and researches, exploring a range of potential sources, to ensure that a broad set of inputs, both quantitative and qualitative, are used to inform decisions and recommendations	Skilled
Information Analysis	Analyses and assesses information in a structured way to inform and improve decision-making, problem-solving, recommendations and everyday work	Skilled
Communication	Develops and delivers key messages and documentation based on quality inputs and consultation with others. Presents information in an authentic, clear, and easy-to-understand way that is impactful and tailored to the needs of the audience	Skilled
Resource Management	Manages available resources to achieve the best outcomes	Skilled
Project Management	Identifies, plans for and implements change projects and initiatives effectively in collaboration with others	Skilled
Quality Improvement	Delivers quality for customers and stakeholders in everyday work through high standards, effective problem-solving and continuous improvement	Skilled

Principal Conditions of Service

Probation:

A probationary period of six months applies to this position.

Pay:

Candidates will be appointed on the **minimum point of the salary scale (€77,114)** and in accordance with the Department of Finance guidelines. The rate of remuneration will not be subject to negotiation.

The incremental progression for this scale is in line with Government pay policy. The salary scale for this position is as follows:

Engineer I

€77,114   €79,534   €81,963   €84,383   €86,803   €89,682   €92,959[1]   €96,238[2]

1.   *After 3 years' satisfactory service at the maximum*
2.   *After 6 years' satisfactory service at the maximum*

Entry will be at the first point of the scale. An exception may occur where an appointee has been serving elsewhere in the **public service** in an analogous grade and pay-scale. In this case the appointment may be made at the appointee's current point of scale. Please note the rate of remuneration may be adjusted from time to time in line with Government pay policy.

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 30 days.

Hours of attendance:

Hours of attendance will be fixed from time to time but will amount to not less than 35 per week. The appointee may be required to work additional hours from time to time as may be reasonable and necessary for the proper performance of his or her duties subject to the limits set down under working time regulations.

Interim Blended Working Arrangements

HIQA has introduced an interim Blended Working Policy to offer more flexible working arrangements to all employees. We aim to strike a balance between being flexible, efficient, and resilient by facilitating blended working where practical, while enabling onsite interaction, collaboration, and support as required.

All roles in HIQA have been assessed under the criteria of business needs and role suitability for blended working. This determined the proportion of time that individuals will spend working in HIQA offices and working from home, depending on their role.

There may be a requirement to attend the office for more than the allocated number of days for training and onboarding purposes at the start of your tenure and during the probation period. Please note that HIQA's Interim Blended Working Policy will be reviewed and aligned to the Right to Request Remote Working legislation when enacted and the government's Blended Working Policy Framework for Civil and Public Service.

Further guidance on HIQA's Interim Blended Working Policy, which includes eligibility criteria will be issued to successful candidate/s.

It is important to note that this is an opt-in policy and must be applied for upon appointment.

Selection Procedure

An information booklet and application form are available at: Careers with HIQA (recruitisland.ie)

How to Apply and Closing Date:

The completed application form must be submitted by **5.00pm on 14th November 2022.**

Only applications completed online through Careers with HIQA (recruitisland.ie) **will be accepted. CVs will not be accepted.**

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:

- A short-listing of candidates, on the basis of the information contained in their application
- A competitive competency based interview which may include a presentation or other exercises
- Any other tests or exercises that may be deemed appropriate

Please note the competency proficiency levels referred to in the above role description. This will assist you when completing the application form and preparing for the competency based interview.

Normally, the number of applications received for a position exceeds that required to fill existing and future posts. While candidates may meet the eligibility criteria of the competition, if the numbers applying for a post are such that it would not be practicable to progress all candidates to the next stage of the selection process, HIQA may decide that a certain number of candidates based on order of merit in the shortlisting may be called to the next stage of the process.

In this respect, a short-listing process will be employed based on an examination of the application forms and the essential and desirable requirements for the posts, to select a group for the next stage of the process who appear to be the most suitable for the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications, experience and competencies as requested on the application form.

Competition updates will be issued to your email address as entered on the application form. The onus is on each applicant to ensure that they are in receipt of all communication. You are advised to check your emails on a regular basis throughout the duration of the competition; in addition, being sure to check junk/spam folders should any emails be mistakenly filtered. HIQA accepts no responsibility for communication not accessed or received by an applicant.

Interview Dates:

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

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.

Panels:

A panel may be created from which future permanent and fixed term vacancies may be filled.

Citizenship Requirements:

Eligible candidates must be:
(a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
(b) A citizen of the United Kingdom (UK); or
(c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
(d) A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; or
(e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification
and has a stamp 4 visa or
(f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

To qualify candidates must be eligible by the date of any job offer.

It shall be the responsibility of the candidate to ensure these permissions are in place.

Information on legislation and guides to the procedures in relation to obtaining green card permits, work permits and spousal/dependant permits are available on the Department of Business, Enterprise and Innovation website. https://dbei.gov.ie/en/What-We-Do/Workplace-and-Skills/Employment-Permits/

Candidates will be required to provide verification of citizenship eligibility and qualifications in a form acceptable to the Health Information and Quality Authority.

Candidate Obligations:

Candidates should note that canvassing will disqualify them 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 they have not been appointed to a post, they will be disqualified as a candidate; or
- where they have been appointed to a post, they shall forfeit that appointment.

Candidates must:
- Have the knowledge and ability to discharge the duties of the post concerned
- Be suitable on the grounds of character
- Be suitable in all other relevant respects for appointment to the post concerned – and, if successful, they will not be appointed to the post unless they:
    - Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed
    - Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position
    - Be passed medically fit to take up the appointment

Prior to appointing:

Prior to recommending any candidate for appointment to this position HIQA will make all such enquires that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Should the person recommended for appointment not accept the appointment, or, having accepted it, relinquish it, HIQA may at its discretion, select and recommend another person for appointment on the results of this selection process.

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.

Confidentiality:

Subject to the provisions of the Freedom of Information Acts 2014, all enquiries and applications are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in the process.

Data Protection:

Please note that all personal data shall be treated in accordance with the General Data Protection Regulation (GDPR) and Data Protection Acts 1988 - 2018.

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.

HIQA encourage applications from diverse candidates. If we can make any accommodations to enable us to see the best version of you during interview, please outline this in the appropriate section of the application form. All information disclosed will be kept confidential.

Guidelines for Dealing with Appeals/Requests for Review:

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 they can seek a review under Section 7 of the Code of Practice governing the recruitment process.

Where a candidate believes that an aspect of the process breached the CPSA's Code of Practice, they can seek a review under Section 8 of the Code of Practice.

Codes of practice are published by the CPSA and are available on www.cpsa.ie