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:	Lead SharePoint Developer
Grade:	Engineer Grade II
Location:	Dublin, Cork or Galway
Tenure:	In the first instance HIQA will create a panel for future permanent and fixed term vacancies that may arise.
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 in the **Principal Conditions of Service** under **Blended Working Arrangements**.
Salary:	€71,082 (Engineer Grade II, Point 1)
Closing date:	5.00pm Monday 20th May 2024

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 body established to promote safety and quality in the provision of health and social care services for the benefit of the health and welfare of the public.

Reporting to the Minister for Health and engaging with the Minister for Children, Equality, Disability, Integration and Youth, 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 of Social Services 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 permanent international protection accommodation service centres, health services and children's social services against the national standards. Where necessary, HIQA investigates serious concerns about the health and welfare of people who use health services and children's social 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 and social care services, with the Department of Health and the HSE.

Visit www.hiqa.ie for more information.

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.
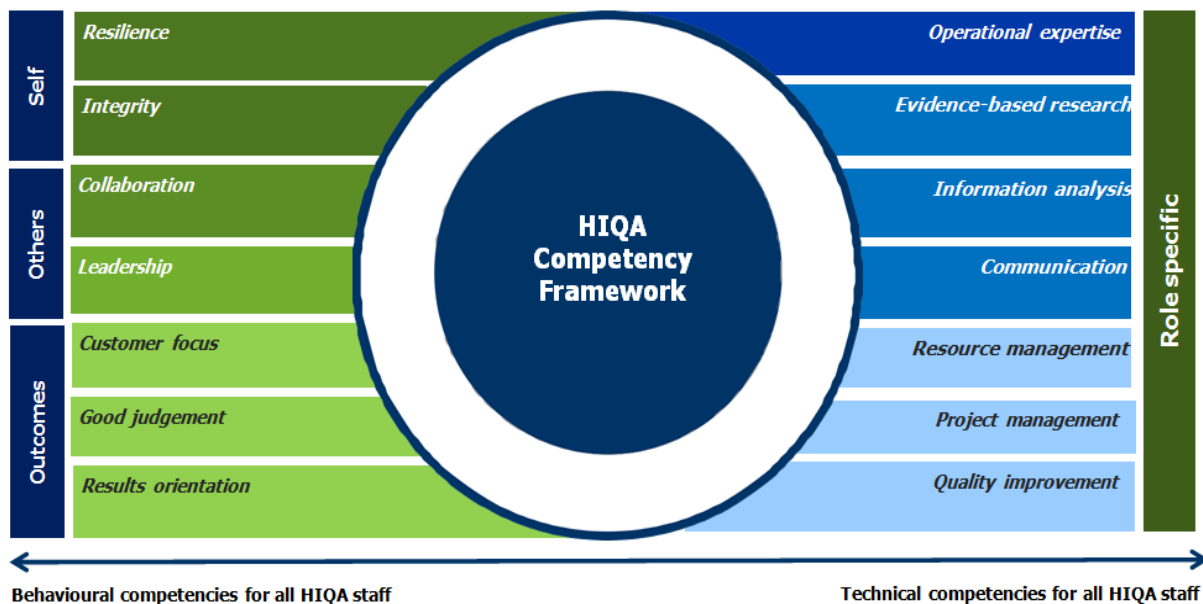
Proficiency Levels

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	Lead SharePoint Developer
Directorate	Information Division
Location	Dublin, Cork, Galway
Grade	Engineer Grade II
Reports To	Head of Business Solutions

Role Purpose

The purpose of this role within the relevant business unit and for HIQA as a whole:	The Information Division (ID), within the Authority, is recruiting for a Lead SharePoint Developer to join an expanding team. This is a very exciting time to join our dedicated and passionate team as we are rolling out our 'Digital and Data Transformation Strategy' transforming how we operate with a focus on the future, ensuring we have best in class applications and support to meet our customer's needs. This is a key role in the delivery of the strategic programme of work. We are looking for an innovative, solution focused Developer who is experienced and is interested in further learning on the job and delivering high quality solutions, in a fast paced environment.
	The incumbent will report to the Authority's Head of Business Solutions, where the focus of the role will be to ensure that business and process requirements are translated into technical solutions, through collaboration with business stakeholders in order to deliver business functionality, system scalability, suitability and security. The incumbent will maintain our current SharePoint, which consists of 4 elements; integration with our Microsoft Dynamics CRM, Intranet, Controlled Documents and Collaboration sites. The incumbent will also work as part of a team to design, build, migrate and test upgraded versions to support HIQA business needs, as part of our strategic initiative. The role will include assisting the broader ID team to allow HIQA to deliver on its Corporate Objectives.
	In the first instance HIQA will create a panel for future permanent and fixed term vacancies that may arise.

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

Role Specific Tasks

The key tasks and activities associated with the role:	The key tasks and activities associated with the role include but are not limited to: - Form part of the implementation team to facilitate the migration and transition from current Microsoft SharePoint environments to SharePoint Online - Support of our current Microsoft SharePoint environments (Version 2013 on premise), including integration points with other applications. - Deployment of system enhancements through configuration and development - Work with the end-users, business analysts and testers to design, architect, develop, implement, and deploy user-centric solutions, with focus on usability and security - Collaboration with the Authority's Architect roles, contributing to Change Advisory Board to enable system changes - Document high level and low level design and configuration - Provide substantive input to the Head of Business Solutions on continuous improvement plans - Create, maintain and adhere to IT best practice process and procedures - Identify, assess and advise on mitigation or remediation of the technical impact of risks, issues and changes to scope, requirements or design. - Work closely with the Program/Project Manager and other stakeholders to support the delivery of software solutions to time, budget and quality targets - Develop and adopt cloud technologies to implement future solutions - Ability to stay informed of changing development practices incorporating them into the Authority's processes - Contribute to building an application infrastructure in line with the Authority's Data and Digital Transformation Strategy, including assessing new applications through proof of concepts - Other application and database development and support tasks as determined by management - Remain technically focused, with good understanding of the business area in scope, with ability to probe in order to decipher critical requirements - Collaborate with both business and technical colleagues, with ability to communicate with each of them effectively - Although primarily focused on addressing technical objectives, the incumbent must also consider the impacts that solutions could have to the organisation's overall business processes and strategies - Work closely with the Business & Process Analysts to understand business needs and enable good understanding amongst the

	Solutions Design Team, maximising the benefits of information systems for enhancing efficiency and facilitating organisational / management monitoring, oversight and reporting ▪ Work closely with Quality assurance team to ensure that acceptance criteria for systems, modules, and functionality is clearly articulated, test scenarios are explored and documented, and that quality assurance is thorough ▪ Apply industry best practices in design and development of solutions ▪ Work with Agile/Waterfall change methodologies **The contents of any role description are not exhaustive and are intended to be indicative of the scope of the role.**

Qualifications

The qualifications that are **essential** to effectively meet the requirements of the role:	**In determining your eligibility, the following are the essential qualifications that will be assessed as part of the shortlisting stage of the selection process.** ▪ Diploma or Degree qualification (Level 7 or above on the National Framework of Qualification or equivalent) in a discipline deemed relevant by the Authority for the post of Lead SharePoint Developer.
The qualifications that are **desirable** to effectively meet the requirements of the role:	▪ N/A

Knowledge and Experience

The knowledge and experience that is **essential** to effectively meet the requirements of the role:	**In determining your eligibility the following are the essential knowledge and experience that will be assessed as part of the shortlisting stage of the selection process.** ▪ A minimum of 3 years of demonstrable relevant experience in development, configuration and support of SharePoint applications. **Other knowledge and experience that are deemed necessary for the role** ▪ Significant demonstrable experience with Microsoft SharePoint Online ▪ Significant demonstrable experience in on-premise Microsoft SharePoint development and administration (version 2013 on premise or similar) ▪ M365 platform and tools: Extensive knowledge of the M365 platform and its related tools, including SharePoint, Power Apps, Power Automate, Teams and OneDrive and the ability to design and implement custom solutions on the platform. ▪ Technical expertise: A deep understanding of web development technologies, including HTML, CSS, JavaScript, and REST APIs, and the ability to design and implement custom web parts, apps, and flows. ▪ Significant demonstrable experience of Agile and/or Waterfall application Development methodology and techniques

	▪ Proven experience of successful implementation of medium to large scale application implementations, in rigorously-managed project environments
The knowledge and experience that is **desirable** to effectively meet the requirements of the role:	▪ Experience of Build to Share offerings such as eDocs ▪ Experience of configuration of Microsoft Teams ▪ Experience of Microsoft Dynamics ▪ Experience of SQL Server administration ▪ Experience of integration with external applications ▪ Experience working with Azure DevOps

Role Competency Overview		
HIQA Competencies (Behavioural)	**Description**	**Required Proficiency**
Resilience	Maintains personal confidence and is able to raise and defend a point of view despite adversity. Instills confidence by being informed, reflective and proportionate. Maintains personal resilience	Proficient
Integrity	Is sincere, respects and values others, maintains a high standard of professional ethics, reliably delivers on promises and takes a rights-based approach to all decisions and actions	Proficient
Collaboration	Builds relationships based on collaboration and trust, is politically and socially astute in approach and is able to resolve difficult situations and conflict	Skilled
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	Proficient
Customer Focus	Recognises internal and external customers and stakeholders, and proactively seeks to understand, uphold and respond to their needs	Proficient
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	Skilled
Results Orientation	Can deliver results in challenging situations with and through others, strives to exceed expectations and creates as much value as possible	Proficient
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	Skilled
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	Proficient
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	Proficient
Resource Management	Manages available resources to achieve the best outcomes	Proficient
Project Management	Identifies, plans for and implements change projects and initiatives effectively in collaboration with others	Proficient
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 (€71,082)** 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 II (PPC)

| €71,082 | €72,707 | €74,327 | €75,954 | €77,577 | €78,009 | €79,610 |

€81,270   €83,975[1]   €86,686[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 27 days, rising to 30 days after 5 years' service.

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.

Blended Working Arrangements

HIQA has introduced Blended Working 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 employees will spend working in HIQA offices and working from home, depending on their role.

Depending on the role, there may be a requirement to attend the office for more than the allocated number of days for training and on boarding purposes at the start of your employment and during the probation period.

A review of our blended working model confirmed that this model is working well in HIQA therefore we are now moving from Interim Blended Working to a long term Blended Working Model. Our existing policy and documentation will be revised and updated once the framework for the Work-Life Balance and Miscellaneous Provisions Act is published. Our model is in line with the Civil Service Framework for Blended Working in Ireland.

Further guidance on HIQA's Blended Working Policy, which includes eligibility criteria will be issued to successful candidate/s. This is an opt-in policy and details on how you can apply will be issued to you before you start.

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 Monday 20th May 2024.**

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
- One or more competitive competency based interview
- Completion of assessments
- Presentation or other exercises
- Any other tests or exercises that may be deemed appropriate

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

The number of applications received for a position generally exceeds that required to fill existing and future roles. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the role are such that it would not be practical to progress all candidates to the next stage of the selection process, HIQA may decide that a smaller number of candidates based on order of merit from shortlisting may be called to the next stage of the process.

HIQA will conduct a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the role. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be more qualified and/or have more relevant experience.

The applications will be shortlisted by an expert panel. They will examine each application form against the essential shortlisting criteria (outlined in the role description above) and the Evidence of Competencies section on the application form.

The onus is on candidates to establish eligibility for the role, therefore it is in each candidate's interest to provide a detailed and accurate account of their qualifications, experience and Evidence of Competencies as requested on the application form.

Competition updates will be issued to the email address as entered on the application form. The onus is on each candidate to ensure that they are in receipt of all communication. Candidates are advised to check 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 a candidate.

Interview Dates:

The onus is on all candidates 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 candidates may incur in connection with their application for this post.

Panels:

A panel will be created from which future 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

Protected Disclosures:

HIQA is committed to maintaining a responsible and ethical culture with the highest standards of honesty, integrity, accountability and compliance in accordance with the Protected Disclosures Act 2014 (as amended) ("the Act").

If you are a HIQA worker, which includes a job applicant under the Act, you can make a protected disclosure about HIQA to HIQA. If you want to know more about making an internal protected disclosure please email internalPD@hiqa.ie for guidance.

Equality:

The Health Information and Quality Authority is an equal opportunities employer.

HIQA welcomes applications from all suitably qualified candidates regardless of their gender, marital status, family status, religious belief, race, age, sexual orientation, disability or membership of the Traveller community.

If you require any reasonable accommodations to support you throughout the recruitment and selection process please outline this in the appropriate section of the application form and all efforts will be taken to accommodate those requests. 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