

Senior Executive Officer Business Process Improvement/Project Manager

Established under the Medical Practitioners Act, 1978, as amended in 2007, the Medical Council is the regulatory body for members of the medical profession. Its primary role is to protect the public by promoting and better ensuring high standards of professional conduct and professional education, training and competence among registered medical practitioners.

Key responsibilities of the Council include:

- Maintaining the five Divisions of the Register of Medical Practitioners, a register of all medical practitioners legally entitled to work in Ireland
- Ensuring high standards of medical education and training in Ireland
- Setting standards for the maintenance of professional competence
- Promoting good medical practice
- Investigating complaints against medical practitioners

The Medical Council is seeking to appoint a person on a whole time basis at Senior Executive Officer grade to assist the Medical Council in Business Process Improvement/Project Management, across the organisation. All projects are approved through the Council's Business Planning process and agreed and approved by the CEO and all Directors. Ensure projects and business process improvement initiatives are designed operate in accordance with legislation, organisational policy and procedures, and agreed service and output targets.

This person will:

- Report, in the first instance, directly to the Director of Registration & Business Process Improvement on all matters pertaining to approved projects.
- Support organisation and execution of business process projects and programmes across the five Directorates, within the Medical Council.
- Be responsible for planning, organising implementing and reviewing identified projects and programmes, within the five Directorates, which aim to better manage and continually improve its key business processes that support Medical Council objectives including, but not limited to the following:
 - Identifying, analysing, scoping, prioritising and planning implementation of process and quality improvement opportunities;
 - Monitoring, evaluating and reporting on business process management and improvement;
 - Establishing and maintaining documentation to standardise, control and manage risk associated with key business processes;
 - Establishing and maintaining high quality and accurate business intelligence to measure ongoing process performance, to support management in continually improving key processes;
 - Identifying and communicating trends in management information that forecast future demand, to inform strategic and business planning.

- Work closely with and ensure good ongoing communication with colleagues across the Directorates.
- Observe organisational policies, procedures, good practice guidance relevant to the role and to assigned projects and programmes.
- Make suggestions for improvements to activity and procedures across the Directorates and assist in implementation of improvement.

Role requirements:

- Knowledge of the role of the Medical Council, its functions and the context in which it operates.
- Knowledge of and demonstrated ability to manage and continually improve key organisational business processes, preferably within a statutory framework and/or an organisation with complex, high volume, information-rich business processes.
- Knowledge of and demonstrated ability to plan and manage projects and programmes which involve business process change and improvement, through application of appropriate business process improvement techniques.
- Expertise in establishing and maintaining programmes of continuous improvement and quality assurance;
- Knowledge of and demonstrated ability to maximise the value of information systems in producing business intelligence for the better management and continual improving of business processes.
- Ability to adapt to changing demands, manage competing priorities and meeting deadlines.
- Highly organised approach and strong attention to detail in executing complex tasks and procedures.
- An ability to be clear, concise and comprehensive in communicating, including reports (both qualitative and quantitative), documentation controlling processes and publications.
- High level of experience in managing information, including file management and use of ICT.
- Ability to work independently, to demonstrate initiative and to work as part of a team.
- Ability to deal with and maintain constructive working relationships with a wide range of people who use and are relevant to procedures and activities of the Medical Council
- Ability to supervise and manage own and others' workloads
- Work with confidential information and maintain confidentiality

Qualifications:

Substantial and relevant experience in a similar role within a professional body, a health service provider or similar organisation is essential and at least two years of which involved making a significant, demonstrable contribution to the better management and continuous improvement of key business processes. A third level qualification in a relevant field, is desirable. Applicants must be able to demonstrate well developed interpersonal, communication and IT skills and be prepared to undertake additional duties from time to time

and as required by the Medical Council. The ability to make a significant contribution to the development of policy is a key requirement.

Salary Scales:

Salary will be determined in line with the following scale:

€47,552 to €55,882 with LS1 €57,887, and LS2 €59,887² less statutory deductions.

¹After 3 years satisfactory service at the maximum

²After 6 years satisfactory service at the maximum

Additional information:

- The post holder will be based in the Medical Council's offices in Kingram House, Kingram Place, Dublin 2 but may be required to work at an alternative location within Ireland at the Council's discretion without additional compensation.
- Due to limited spaces, parking is not guaranteed with priority given to Council members.
- Employment is on a full time basis. The hours of duty will be based on a 37 hour week Monday to Friday.
- Employees are required to be flexible in their position in line with the Council's mobility policy.
- Staff may be required from time to time to work outside of the core hours listed above.
- Staff may be required to travel as part of the role and outside of the core hours listed above.
- The Medical Council is an equal opportunities employer.

Contact

Please submit a covering letter outlining your experience and interest in the role, along with a copy of your CV to:

Ms. Judith Marquez
Human Resources
Medical Council of Ireland
Kingram House
Kingram Place
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