



Candidate Campaign Information Pack
Grade VIII – National Commissioning Systems and
Performance Manager – National Commissioning Unit

Dear Candidate,

Thank you for your interest in the post of **Grade VIII – National Commissioning Systems and Performance Manager – National Commissioning Unit**.

This Candidate Pack includes the following information:

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

Please ensure that you read this Campaign Information Pack in detail and that you fully understand the process. [Candidate Information Pack - Recruitment Process](#)

For any informal enquiries regarding the position and job specification please contact: Deborah Hogan; deborah.hogan@tusla.ie

Should you have any specific queries in relation to the recruitment process please contact the Tusla Recruitment team via: recruitcorponat@tusla.ie or Tusla Recruit Campaign Manager: Alan Burns, Alan.burns@tusla.ie / 087 434 1974.

Kind Regards,
Tusla Recruitment Team

Job Specification

Job Title, Grade and Grade Code	Grade VIII – National Commissioning Systems and Performance Manager – National Commissioning Unit Grade Code: 0655
Campaign Reference Approval Code	TNCORP20262065
Applications considered Via	Tusla Recruit Portal only
Opening date for Applications	Thursday, 1 st October 2026
Closing Date for Applications	12 noon, Monday 19 th October 2026
Proposed Interview date(s)	October/November 2026 - <i>may be subject to change based on volume of candidates and availability of Service resources.</i>
Contact for Informal Enquiries	Deborah Hogan; deborah.hogan@tusla.ie <i>Making an informal enquiry gives you the opportunity to ask questions about the campaign and job specification. This informal enquiry contact is available only for the duration of the application process.</i>
Location of Post	The current vacancy is in Brunel Building Heuston south Quarter Dublin 8. However, the initial assignment will be confirmed upon appointment. A panel may be created for the purpose of filling current vacancies. Once vacancies are appointed the panel will cease. For Tusla Regions & Networks please check the following link: https://www.tusla.ie/get-in-touch/local-area-offices/
Details of Service	The Child and Family Agency was established on 1 st January 2014 and is responsible for a range of statutory functions including provision of child protection, alternative care, specified regulatory services and a range of family support services. The Agency has commenced a major improvement programme with significant focus on Practice, Culture and Structure. The Agency currently has responsibility for a budget of circa €1.2billion and delivers its services through over 5,500 people in 259 locations across the Country.

	The Child and Family Agency has responsibility for the following range of services: • Child Protection and Welfare • Parenting, Family Support and Early Help Services • Alternative Care • Birth Information & Tracing and Adoption • Tusla Education Support Services (TESS) • Children's Service Regulation • Counselling and Therapeutic Supports Further information is available on www.tusla.ie
Purpose of Role	The Grade VIII will support the development, implementation and continuous improvement of Tusla's commissioning framework, Service Level Agreement processes and commissioning systems, ensuring effective governance, performance oversight and outcomes-focused service delivery across national, regional and network structures. • Oversight of Service Level process • Development and delivering of training • Development of commissioning policies and procedures • Data Management and development of the Commissioning portal • Day to Day operations and Line Management of staff within the unit This exciting new role is pivotal in strengthening our oversight of the commissioning model and Service level agreements. Support the implementation of Tusla's National Commissioning Reform Programme, including alignment between national, regional and network commissioning structures. This will be complete through partnership work with Tusla regional and national services and community and voluntary services. The post holder will also support the implementation of Tusla's National Commissioning Reform Programme, including alignment between national, regional and network commissioning structures. The post holder will support the Senior Management Team in developing and completing commissioning training and ensuring that services are aligned with identified needs and priorities. They will work collaboratively to support staff across Tusla national, regional and network structures structure to gather information regarding monitor service delivery, and Service Level Agreements (SLAs) with community and voluntary organizations and commissioning plans. The post holder will also play a key role in delivering training on the commissioning model, Service Level agreements and commissioning portal.

	Engaging and working in partnership with other statutory agencies, to identify emerging needs for children and families living in communities in across Tusla national, regional and network structures and ensure that commissioning plans and service plans reflect those needs.
Reporting Relationship	The post holder will report to the General Manager or delegated manager.
Duties and Responsibilities	Policies and Procedures • To enhance and develop policies and procedures. • Ensure that policies and procedures are aligned with best practice, are well documented, complied with and communicated to others • Embed the Commissioning Strategy and Model Service Level agreement Process • Lead the operational governance, development and continuous improvement of the National Commissioning Portal and Service Level Agreement (SLA) framework • Support governance assurance, risk identification, compliance monitoring and oversight processes relating to Service Level Agreements, commissioned services and Section 56 organisations. Training & Development • Develop guidance materials, training resources and standard operating procedures to support consistent commissioning practices nationally. • To conduct a training needs analysis for staff and develop and implement an appropriate training programme • To provide training to staff and service providers relating to the commissioning portal and service level agreement process • To lead and deliver training for the commissioning model Data Management / ICT software system – Commissioning Portal • To develop data systems and reporting mechanisms for SLA process with support the Regional Data Manager • Analyse data and support the Regional Data Manager within the Regional Services • To develop and Serve as the primary point of contact for commissioning portal and Section 56 Service Level agreement. • Compile, organise and analyse data/KPIs and Performance Reports and ensure follow up as appropriate. • Lead and support ongoing system enhancement and user engagement initiatives relating to the commissioning portal. • Support the development of performance dashboards, management information reports and data analytics to support strategic decision-making and service improvement.

	Quality Service • Work with Q&R to assist local commissioners and services to assess quality services. • To support the implementation of Tusla's Outcomes Framework • Promote outcomes-focused commissioning approaches and support the development of appropriate performance and outcome reporting mechanisms. Commissioning Plans • To work in conjunction with Regional Services and Networks to develop and review commissioning plans. • Support strategic commissioning planning aligned with identified service needs, population demand and organisational priorities. • To support the review of commissioning plans Finance • To assist in development of standard guidance for services provision and service specifications. • To serve as the primary point of contact for Finance queries relating to Section 56 Service Level agreement. Other National Projects • To support the implementation of the WRC agreements for Section 56 organisations and provide relevant expertise and data as required. • Support the monitoring, evaluation and reporting of nationally commissioned services and strategic initiatives. • Oversee the monitoring of National SLAs assigned to the unit. Communications and Partnership • Develop and maintain effective working relationships with internal and external stakeholders including Regional Services, DCDE, community and voluntary organisations and other statutory agencies. General Other Duties • To provide a high level of Administrative Support and manage interactions between the Office of the Commissioning Unit, the Management Teams, Regional Services and Directorates. • Identify opportunities for service improvement, innovation and process standardisation across commissioning and SLA processes. • To support the GM / SD in his/her lead roles across the unit which includes setting and delivering strategic objectives as required. • Lead the day-to-day operations of the Office, including management & supervision of staff. • Serve as the primary point of contact for internal and external stakeholders on all matters pertaining to the SD /GM, including those of a highly confidential or critical
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	nature. • Prioritise and determine appropriate course of action, referral, or response, exercising judgement in line with the SD/ GM and with Policies and Procedures/Best Practice guidelines. • Take special responsibility for meeting deadlines for internal and external communications including Internal Audit. • To work in conjunction with HR, Finance and Quality Assurance directorates to ensure good communication and strong effective working. • Lead on the preparation of strategic and operational plans in collaboration with key stakeholders. • Prepare reports/presentations as required and follow up on Actions as required. • Assist in the delivery, implementation and monitoring of the business and corporate plan including the tracking of actions. • To help establish and maintain links between TUSLA and other stakeholders to support service delivery. • Provide Leadership and responsibility for Projects, ICT, PQs, Complaints and FOI/Data Protection. • To create a positive working environment, which contributes to maintaining and enhancing effective working relationships. • Assist in the development, implementation and monitoring of service plans • Undertake projects as delegated by the SD/ GM Standard and Practices • Maintain own knowledge of relevant policies, procedures, guidelines and practices to perform the role effectively and to ensure standards are met by own team. • Maintain own knowledge of relevant regulations and legislation e.g. HSE Financial Regulations, Health & Safety legislation, Employment legislation, GDPR and Data Protection Acts 2018, FOI Acts etc. • Demonstrate pro-active commitment to all communications with internal and external stakeholders. Human Resources • Promote and participate in the implementation of any change management programme. • Manage recruitment, retention and development of staff including training and continual assessment. • Ensure policies and procedures are well documented and understood by staff within your section who are assigned to you. • Provide leadership and motivation conducive to good staff relations and work performance. Leadership • Ensure strong linkages and collaboration with other business management/corporate service functions. • Be accountable for own work and that of others as appropriate.
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	• Work on own initiative as well as part of a wider team. • Deal with under performance in a timely and constructive manner • Support organisational change initiatives and promote continuous improvement within a complex and evolving service environment. Finance and Governance • Ensure appropriate governance arrangements are in place to meet the needs of the GM / SD and the Agency. • Ensure procurement process are managed and supported in line with requirements. • Ensure all policies in place are up to date and operating effectively across the Directorate. • Manage and coordinate audits and reviews. • Oversee the implementation and application of consistent administrative and document recording systems within the Office. Education and Training • Maintain continuous professional development and participate in team-based development, education training and learning. • Complete all mandatory training • Attend relevant conferences, webinars, workshops, training relevant to role. Health & Safety • Comply with and contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards. • Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the service for example National Standards for Child Protection and Care and comply with associated Tusla – Child and Family Agency protocols for implementing and maintaining these standards as appropriate to the role. • To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. The above Job Description is not intended to be a comprehensive list of all 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.
Eligibility Criteria Qualifications and / or Experience	Applicants must by the closing date of application have the following: • A 3rd level qualification relevant to the requirements of the role. • Have five years relevant post qualification experience to include experience of developing and delivering training, managing a software system i.e. portal

	• A proven track record of achieving results through stakeholder and community networking and cross sectoral working as relevant to the role. • Ability to analyse complex problems, and able to develop business models to investigate a number of options/solutions and their viability, evaluating risk within a changing environment Health 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. Character Each candidate for and any person holding the office must be of good character.
Skills, competencies and/or knowledge	<u>Tusla Leadership Competency Framework</u> The <u>Tusla Leadership Competency Framework</u> describes the behaviours that are key to Tusla colleagues being effective in the execution of their role at all levels within the Agency. The competencies and associated behavioural descriptors, capture the transversal knowledge, skills, abilities and other characteristics that will enable colleagues, regardless of role or rank, to be effective in their work. The Tusla Leader Framework relevant for this role is <u>Leading Service</u> Please access this <u>Leading Service</u> link to fully familiarise yourself with the impact of this <u>Leading Service</u> proficiency for Tusla. The Competency of Professional Knowledge is specifically linked to the duties, responsibilities and criteria for this role.
Other requirements of the role	• The post holder will require a current driving licence and access to appropriate transport as the post will involve travel. • Have awareness of children and young people’s participatory practice
Application Process Campaign Specific Selection Process Shortlisting / Interview	The online application system has a time out facility, this is in order to protect the privacy of the user. This time out facility activates if the application has been ‘dormant’ for over 60 minutes. Any work not saved will be lost if the system times out due to lack of activity. As such please ensure to save your application as you work on it, any lost data cannot be recovered. It might be an idea for candidates to work on their applications outside of the system and copy and paste their answers into the online application forms once they are fully complete and submit then. Once your application is fully submitted you will receive a confirmation email to your profile. If you do not receive this email, your application HAS NOT been submitted and received and you should log back on to submit fully. AI generated content must not be used in your application. Tusla reserves the right to assess if content in applications is likely created by AI in part or in whole. Use of AI may result in

	disqualification and exclusion from the recruitment process. 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. Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process. Those successful at the shortlisting stage of this process (where applied) will be called forward to interview. Please ensure that you read this Campaign Information Pack in detail and that you fully understand the process. Candidate Information Pack - Recruitment Process
Code of Practice	The Recruitment Service 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 specifies the responsibilities placed 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. Codes of practice are published by the CPSA and are available on www.cpsa.ie. Tusla Child and Family Agency is an Equal Opportunities Employer. Tusla Child and Family Agency recognises its responsibilities under the Data Protection Acts 2003 - 2018 and the Freedom of Information Act 2014
The Integrated Reform Programme is a significant initiative being undertaken by Tusla to improve the way in which we deliver our services to children and families. Tusla has designed a consistent regional structure to ensure this equitable provision of services and as part of this design Tusla is moving from 17 areas to 30 networks. The initial assignment will be for Corporate/National. It is important to note that this is an initial assignment and maybe subject to change in line with the Integrated reform process. The Integrated Reform Programme may also impact on duties of this role as structures change, and you will be notified of same as the programme progresses as appropriate to this role. This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. Tusla values individual's rights and freedoms in respect of privacy and fully complies with the requirements of the Data Protection Act 2018. All roles within Tusla carry responsibility towards the protection of personal and sensitive data.	

Tenure	The current vacancies available are permanent and whole time. The post is pensionable. A panel may be created for the purpose of filling this position. Once the position is appointed the panel will cease. Appointment as an employee of the Child & Family Agency is governed by the Child and Family Agency Act, 2013 and the Public Service Management (Recruitment and Appointments) Act 2004.
Remuneration	The salary scale for the whole time equivalent of this post is: 01/02/2026: €83,912, €84,665, €87,976, €91,301, €94,600, €97,912, €101,207 LSIs (Long Service Increments) are represented by emboldened figures. 1st LSI is paid after 3 years on the max, the 2nd LSI after 3 years on LSI1, and the 3rd LSI after 3 years on the 2nd LSI (where applicable). The appointee shall commence on the first point of the salary scale. Incremental credit may be given on appointment for certain types of relevant experience- more information available in Appendix 5. Candidate Information Pack - Recruitment Process Candidates should note that entry will be at the minimum point of the scale and will not be subject to negotiation, and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Different terms and conditions may apply if the appointee is currently a serving civil or public servant.
Working Week	The standard working week applying to the whole time equivalent of this post is: 35 hours.
Annual Leave	The annual leave associated with the whole time equivalent of this post is 30 days per annum.
Superannuation	This is a pensionable position with Tusla. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment.
Probation	A probation period of 39 weeks, or proportion of same for fixed term /specified purpose contracts, where applicable shall apply from the commencement of employment, during which the contract may be terminated by either party in accordance with this contract. The probationary period may be extended at the discretion of management by a further 9 weeks or proportion of same for fixed term/specified purpose contracts, where applicable. Confirmation of appointment as a permanent member of staff is subject to the successful completion of the probationary period, for permanent contracts.

	Where you have already completed a probationary period with the Child and Family Agency, Health Service Executive, Local Authority, and there is no break in service, no period of probation applies.
Responsibilities under Children First National Guidance for the Protection and Welfare of Children (2017)	The safety and welfare of children and young people is a key priority for Tusla – Child and Family Agency. All employees of Tusla are required to be vigilant to any concerns regarding the protection and welfare of children and to bring them to the attention of the Tusla Designated Person in a timely manner, in keeping with the Tusla – Child and Family Agency Child Protection policies.
National Standards for Children and Family Services	Employees must have a working knowledge of HIQA Standards (https://www.hiqa.ie/areas-we-work/childrens-services) and / or the Adoption Authority of Ireland Standards as they apply to the role. All Employees must be aware of their responsibilities under Children First National Guidance for the Protection and Welfare of Children (2017)
Ethics in Public Office 1995 and 2001 Positions remunerated at or above the minimum point of the Grade VIII salary scale NOTE THIS SECTION REFERS TO POSTS AT €82,258 PLUS	Positions remunerated at or above the minimum point of the Grade VIII salary scale are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below. A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive not later than 31st January in the following year. B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of Tusla and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive. C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission's website http://www.sipo.gov.ie/