

Candidate Campaign Information Pack Grade VII Business Support Manager Southwest

Dear Candidate,

Thank you for your interest in the post of: **Grade VII Business Support Manager Southwest**

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:
Breda Lynch bredac.lynch@tusla.ie / 0879205888

Should you have any specific queries in relation to the recruitment process please contact the
Tusla Recruitment team via: recruitsoutheast@tusla.ie or **Tusla Campaign Manager**: Etaoin
Molloy etaoin.molloy@tusla.ie /0872073060

Kind Regards,
Tusla Recruitment Team



An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

Job Specification

Job Title, Grade and Grade Code	Grade VII Business Support Manager Southwest. Grade Code: 0582
Campaign Reference Approval Code	TR20261198
Applications considered Via	Tusla Recruit Portal only
Opening date for Applications	30th of July 2026
Closing Date for Applications	12 noon, 17 th of August 2026
Proposed Interview date(s)	<i>September 2026</i> - <i>may be subject to change based on volume of candidates and availability of Service resources.</i>
Contact for Informal Enquiries	Breda Lynch bredac.lynch@tusla.ie 0879205888 <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 initial vacancy is in Kerry The future vacancies may arise across Tusla Area/ Region of Southwest. For Tusla Region/ Areas please look at list of Local Area Services
Details of Service	The Child and Family Agency was established on 1st 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 purpose of this post is to effectively support the work of the Area Manager/Senior Manager in all matters pertaining to Child and Family Services within the Service Area.
Reporting Relationship	The post holder will report to the relevant Area Manager or designated manager.
Duties and Responsibilities	Main Duties and Responsibilities: • To manage the interface with the Area Manager's Office and the various services within the area with a view to facilitating good communication and understanding the respective roles. • To manage the interface between the Area Manager's Office and the management team and to provide a high level of administrative support as required. • To help establish and maintain links between TUSLA and HSE colleagues to support service delivery. • Take special responsibility for meeting deadlines for internal and external communications including HIQA. • To support the Area Manager in his/her lead roles across the service area and nationally which includes setting and delivering strategic objectives as required. • Promote and participate in the implementation of any change management programme. • Responsible for day to day management/ overseeing of administrative support staff in the area. • Responsible for the financial arrangements and regulations required to manage and oversee the Area's commissioning processes, service level agreements and C&AG audits. • Responsible in supporting the commissioners for compliance, governance, ensuring contracts and Service Level Agreements's in place, Bi Annual Metrics and attending Service Level Agreement Review Meetings. • Management of Capital and Minor projects and maintenance of premises in conjunction with Estates and service managers. • Management of Area Estates and ancillary functions. • Provide support regarding Estates, ICT, Procurement and Capital Developments as required. • Co-ordination and preparation for statutory inspections in conjunction with the social work teams In line with HIQA's Child Protection & Welfare & foster care standards. • Ability to work on one's own initiative. • Responsible for coordinating all PQ's and public representative requests received within the region and providing a regional oversight to all responses issued and liaise with the national office as appropriate. • Work with the Area's Quality, Risk & Service Improvement Manager to progress the agenda within the region. • Assist in the management and have oversight of the areas compliance with Health and Safety Legislation. • To create a positive working environment, which contributes to maintaining and enhancing effective working relationships. • Undertake projects as delegated by the Area Manager. • Assist in the development, implementation and monitoring of service plans. • Keep up to date with policy and legislative developments relevant to the post.

	<u>Education & Training</u> • Maintain standards of practice and levels of professional knowledge by participating in continuous professional development initiatives and attendance at courses as appropriate. • Engage in career and professional development planning. • Oversee the provision of a framework for the promotion of staff development and training by making recommendations with regard to the ongoing education, mentoring, training and in-service needs of the inspection and monitoring team <u>Human Resources</u> • Ensure policies and procedures are well documented and understood by staff within your section who are assigned to you. • Support the preparation and issuing of office documentation (correspondence, reports etc) to the highest possible standard by monitoring and reviewing team work to ensure quality and accuracy. • To promote a culture that values diversity and respect in the workplace. • To provide assist with leadership and motivation conducive to good staff relations and work performance. • Where appropriate establish and maintain records of attendance, statistical information, annual returns, and any other information as may be requested. • Work as part of a team and to ensure that all members are treated with dignity and respect. • Participate in the recruitment, retention and development of staff including training and continual assessment. <u>Health & Safety</u> • 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: • Have at least 3 years’ administrative experience in a designated office within the services mentioned above.

	and - Have at least 3 years' management experience – managing staff, budgets and general administration. and - Possess sufficient administrative capacity to discharge the functions of the role. 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	Tusla Leadership Competency Framework . The Tusla Leadership Competency Framework describes the behaviors that are key to Tusla colleagues being effective in the execution of their role at all levels within the Agency. The competencies and associated behavioral 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 Leading Others Please access this Leading Others link to fully familiarise yourself with the impact of this Leading Others proficiency for Tusla.
Other requirements of the role	The post holder will require access to appropriate transport as the post may involve travel.
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. 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.
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 to South-West Region. 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 vacancy available is permanent and fulltime.
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	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: 01/06/2026: €61,219, €62,715, €64,462, €66,216, €67,975, €69,547, €71,146, €72,705, €74,251, €76,913, €79,583 LSIs 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. 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 a currently 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)