

**Finance Assistant**

**Candidate Pack**

**July 2025**

**V2.0**

# The Patient Advocacy Service

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| **Job Title:** | Finance Assistant |
| **Acronym:** | FA2025 |
| **Reporting To:** | PAS Corporate Services Manager |
| **Liaise With:** | Corporate Services Team |
| **Employment Type:** | Part Time, Contract of Indefinite Duration |
| **Hours:** | 21 hours per week - The position is part time and may involve working some unsocial hours. |
| **Location:**    **Blended Working:** | Dublin City Centre    The successful candidate will be required to attend the office base one to two days per week in line with our organisational Blended Working Model. This will be subject to review based on the operational needs of the organisation and the outcome of the trial of blended work. Where the successful candidate does not have an appropriate space to work from home other local arrangements can/will be explored.    The position may entail occasional travel throughout the country; therefore, a willingness to travel to regional sites as required is necessary. |
| **Salary Grade:** | The salary scale for this role is €40,860 to €57,376 for full time hours. Salary will be pro rata for part time hours.   It is anticipated that new entrants to the National Advocacy Service will be appointed on the 1st point of the scale, however incremental credit, should it be awarded, will be based on previous relevant experience as set out on application form. |

# The Patient Advocacy Service – What We Do

The Patient Advocacy Service provides a free and independent service to support users of public acute hospitals or nursing homes making or intending to make a formal complaint through the relevant complaint process. The service also supports users in the aftermath of a patient safety incident.

The Patient Advocacy Service is provided by the **National Advocacy Service for People with Disabilities (NAS)** and is funded by the Department of Health.  As the Service is expanding, we are adding to our dynamic team.

## Finance Assistant Role

The Finance Assistant role is an essential position within the Patient Advocacy Service. The successful candidate will provide a reliable, high quality and timely finance and administration function for the Patient Advocacy Service. You will be responsible for supporting the day-to-day financial operations of the Patient Advocacy Service through the effective and efficient management of Financial transactions, processes and procedures. Assistance with the production of thorough, accurate and timely reporting for funders and the Board of Directors are core components of this role. Ensuring that financial reporting is accurate and produced in accordance with financial controls and funder requirements.

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| Vision Statement    The Patient Advocacy Service recognises the right of all people to support, guidance and information when issues arise in relation to their care and treatment which may lead to their wish to make a formal complaint about their treatment or care or seek answers in the aftermath of a patient safety incident. We identify the core human rights as being dignity, autonomy, equality, and independence.  Values  The Patient Advocacy Service has adopted five core values which underpin its work.  **1** **Independence**  We work with the person independently of others and free from all conflicts of interest. The advocacy process is led and guided by the person. The Patient Advocacy Service is entirely independent of the HSE.    **2** **Autonomy**  We support the right of the person to have their complaints processed in a balanced, fair and transparent manner and support the right of the person to self-direction/determination (i.e. to be in control of their own life) and to make informed decisions based on their will and preferences.  **3** **Equality/Citizenship**  We support the right of the person to assert and enjoy their human rights, to participate in society as an equal citizen and to fulfil their full potential within a life of their own choosing.  **4** **Respect**  We work with the person in a way which demonstrates respect for them as an individual and for their privacy, dignity and autonomy.  **5.** **Empowerment**  We aim to empower a person to make a complaint or engage with a review process and seek answers when things go wrong, and to facilitate a person to be an active participant in decisions which affect their life, through the way in which the advocacy process is carried out as well as the outcomes it seeks to achieve.    Are you interested in supporting these core values and working as part of an expanding and dynamic team? Read more below about the role, job description and required competencies. |

# Job description

## Reports to

Corporate Services Manager

## Responsibilities

**Financial Controls & Reporting**

* Ensure all supplier invoices and payments are processed by agreed deadlines and in compliance with organisational financial controls.
* Administration of staff expense claims in accordance with public sector procedures, NAS policies, also ensuring compliance with Revenue enhanced reporting requirements.
* Ensure that Patient Advocacy Service reporting outputs are of a high standard, respond to the needs of the target audience, are accurate and are delivered within agreed timelines.
* Ensure all financial controls systems are in compliance with regulatory and funder requirements.
* Contribute to the development of the Patient Advocacy Service annual budget in conjunction with the Corporate Services Team by providing analysis of costs and forecasting of expenditure required to deliver contracted Services.
* Act as point of contact for the Corporate Services Manager and assist in the preparation of quarterly organisational management reports and financial accounts.
* When required, ensure that all procurement and tendering activities are in accordance with organisational financial controls.
* Implement corrective actions identified through internal or external audits relating to PAS Financial Controls & Reporting.
* Analysis of monthly salary information and liaising with external providers (e.g payroll provider and pension provider).
* Preparation of monthly enhanced reporting requirements and ensure that reports are submitted to Revenue in a timely manner by liaising with external provider.
* Monthly processing of transactions in line with the Cost Allocation Policy.
* Journal processing in the finance system including intercompany journals.
* Prepare adjustments to payroll for outsourcing as per agreed deadlines.
* Assist with the various audits and reviews that take place throughout the year.
* Develop reports for funder and advisory fora in collaboration with the Corporate Services Manager and National Manager.
* Maintenance of Finance policies and procedures for review by the Corporate Services Manager in line with funder financial controls.
* Provide support to the Corporate Services Manager and National Manager as required.

**Contributing to the effectiveness of the Organisation**

* Follow all PAS service manuals and standards and comply with all appropriate policies and procedures.
* Undertake further personal development as discussed and agreed with line manager and keep knowledge up to date.
* Work in a manner that facilitates inclusion and diversity.
* Organise and administer your own work to ensure that it is accurate and meets quality targets, KPIs, reasonable deadlines and reporting requirements.
* Operate within a Performance Management Development System. Participate in working groups/committees/fora as requested by the National Manager/Corporate Services Manager.
* Undertake any other duties or projects equal with the nature and grade of this post as required.
* Contribute to the development of the annual work plan and strategic planning as required.

# Person Specification

Minimum Educational Qualification and Experience

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| **Essential** | **Desirable** |
| * Accounting technician (IATI), Part Qualified Accountant or similar qualification. * A minimum of 3 years relevant experience in a similar role. * Excellent computer skills with experience of accounting software packages. | * Experience with and aptitude for Microsoft Excel and Word |

Essential Knowledge and Skills

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| Essential | Desirable |
| * A good understanding of administrative and financial systems. * Ability to manage and compile, generate and distribute reports. * Ability to meet deadlines in a demanding environment. * Demonstrate excellent interpersonal and communications skills to facilitate work with a wide range of individuals, groups and multiple stakeholders. * Excellent written and verbal communication and presentation skills. * Attention to detail and strong organisational skills. * Excellent office ICT skills. * Determined, positive and outcome focused attitude. * Determined, positive and outcome focused attitude. * Ability to work calmly under pressure and within a small dynamic team. * Understanding of & Commitment to Human Rights and Diversity. | * An understanding and knowledge of the philosophy, background and operation of advocacy. * Demonstrable experience of implementing Quality Assurance practices. * Knowledge of relevant legislation, policy, and practice. * A good understanding of the requirements for accountability in respect of public funds. |

# Required Competencies

The Patient Advocacy Service operates a competency-based application and interview process, however there may be skills testing or a presentation involved in latter stages (this will be made known to those shortlisted).

The application form will ask you to write about your experiences in your career to date under several competencies and indicators. Use the below indicators to help you shape your responses, ensuring you clearly list employers (if applicable) and times of the experiences.

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| Competency | Indicator (not exhaustive) |
| 1.Specialist knowledge & Self-Development | * Develops and maintains skills and expertise to perform in the role effectively. * Contributes to and has a comprehensive understanding of the Policies & Procedures for the Patient Advocacy Service. * Knowledge of financial systems and understanding of financial controls relevant to funded organisations. * Is committed to self-development and continuously seeks to improve personal performance. * A good understanding of public service administrative, financial and governance systems including regulatory and legal requirements. * Clearly understands the role, objectives and targets and how they fit into the work of the organisation. |
| 2. Information Management/Processing | * Manages time effectively and approaches and delivers work in a thorough organised manner. * Ability to meet deadlines in a demanding environment. * Ability to identify risk and assist with mitigation plans. Is confident in formulating reports and assisting with budget preparation. * Keeps high quality records that are easy for others to understand. * Follows procedures and protocols, understanding their value and the rationale behind them. * Is self-motivated and works well on own initiative. * Draws appropriate conclusions from information. * Suggests new ways of doing things better and more efficiently. * Is comfortable with working with different types of information. |
| 3. Delivery of Results & Organisational skills | * Takes responsibility for work and sees it through to the appropriate next level. * Demonstrates initiative and flexibility ensuring work is delivered. * Is self-reliant and uses judgement on when to ask manager or colleagues for guidance. * Identifies and appreciates the urgency and importance of different tasks. * Completes work in a timely manner. * Adapts quickly to new ways of doing things. |
| 4. Analysis and Decision Making | * Effectively deals with a wide range of information sources, investigating all relevant issues. * Understands the practical implication of information in relation to the broader context in which they work – procedures, objectives, etc. * Identifies and understands key issues and trends. * Correctly extracts & interprets numerical information, conducting accurate numerical calculations. * Draws accurate conclusions and makes balanced and fair recommendations backed up with evidence. |
| 5. Interpersonal and Communication skills | * Communicates clearly and fluently verbally and in writing. * Actively listens to others and tries to understand their perspectives/requirements/needs. * Is respectful, courteous and professional, remaining composed, even in challenging circumstances. * Can be firm when necessary and communicate with confidence and authority. * Professionally represents the organisation to internal and external stake holders. |
| Competency (continued) | Indicator (not exhaustive) |
| 6. Drive & Commitment to Patient Advocacy Service Core Values | * Can demonstrate commitment to values similar or the same as the Patient Advocacy Service Core Values of Independence, Autonomy, Equality/Citizenship, Respect and Empowerment in personal and/or professional life. * Consistently strives to perform at a high level and delivery a quality service. * Is resilient and perseveres to obtain objectives despite obstacles or setbacks. * Adapts quickly to changing circumstances. * Is personally honest and trustworthy and can be relied upon. * Through leading by example, fosters the highest standards of ethics and integrity. |

# Terms & Conditions

* Part Time Hours (21 Hours plus per week) – Preferable core days for working are Monday and Wednesday plus additional two weekdays.
* Contract of Indefinite Duration (subject to continued funding).

Location

NAS National Office, Marshalsea Court, Merchants Quay, Dublin 8

The successful candidate will be required to attend the office base one to two days per week in line with our organisational Blended Working Model which is being trialled at present. This will be subject to review based on the operational needs of the organisation and the outcome of the trial of blended work. Where the successful candidate does not have an appropriate space to work from home other local arrangements can/will be explored.

The position may entail occasional travel throughout the country; therefore, a willingness to travel to regional sites as required is necessary.

The successful candidate will be required to attend the Patient Advocacy Service National Office for up to two days per week for an initial six-week period.

Salary

€40,860 to €57,376 (full time, to be pro rata based on part time hours)

It is expected that all new entrants to the Patient Advocacy Service will be appointed at point one of the salary scale, however the Patient Advocacy Service operates an incremental credit process for appointments higher than point one. This process is applicable to new entrants into the Patient Advocacy Service. Incremental credit criteria, based on the competencies for the role, are assessed against employment history as laid out in the application form only. A request for incremental credit from a successful candidate must be made within the first 3 months of employment.

Pension

A company pension scheme is in place, and membership is obligatory upon commencement. Employee contribution; 5% of salary, Employer contribution; 7% of salary. PAS has a normal retirement age linked to the State Pension Age (currently 66).

Annual Leave

23 days per leave year for full time hours, to be pro rata based on part time hours (January to December)

Requirements

* The Finance Assistant will be asked to obtain Garda Clearance before they begin work.

# How to Apply

* A relevant application form can be accessed at:

[www.patientadvocacyservice.ie/about-us/careers](http://www.patientadvocacyservice.ie/about-us/careers)

Applicants must meet the minimum criteria for the role set out in the person specification and possess all required competencies and will be shortlisted solely on the basis of information provided in their completed application form.

* Curriculum Vitae (CVs), late, incomplete, or hand-written applications ***will not*** be considered. Applications must be typed.
* Please contact [recruitment@patientadvocacyservice.ie](mailto:recruitment@patientadvocacyservice.ie) if you have any special requirements in relation to completing the application form.
* Closing Date for receipt of applications: Wednesday 20th August 2025 at 2pm.
* Please email completed application form (as an attachment) to [recruitment@patientadvocacyservice.ie](mailto:recruitment@patientadvocacyservice.ie) (stating FA2025 in the subject line).
* Canvassing will disqualify.
* A national panel may be formed of qualified candidates from which Finance Assistant posts which arise within the next 12 months will be filled, should vacancies arise in this period.
* Receipt of your application will be acknowledged by email.

**The Patient Advocacy Service is an Equal Opportunities Employer**

**The Patient Advocacy Service is funded by the Dept of Health**