

Digital Business Analyst

Reports to: Head of Information & Digital Strategy

Department: Digital Health

Grade: [HSE Salary Scale – Grade VII \(Clerical\)\(0582\)](#)

Closing Date: 29 May 2026

Working Arrangement: Fixed term (2 years), office based (with hybrid options).

Location: Butterfield House, Butterfield Avenue, Rathfarnham, Dublin, D14 E126

Introduction

The Irish Pharmacy Union (IPU) is the representative and leadership body for community pharmacy in Ireland, supporting over 2,400 pharmacists across more than 1,900 pharmacies.

Community pharmacy is undergoing significant digital transformation, driven by national health programmes, the Community Pharmacy Agreement 2025 (CPA25), and wider legislative and EU developments. The IPU plays a central role in translating policy into system requirements, coordinating with pharmacy system vendors, supporting implementation, and ensuring that digital solutions are practical for pharmacy settings.

Purpose of the Role

The Digital Business Analyst will support delivery of the Community Pharmacy Digital & ICT Programme by translating policy and operational requirements into structured system specifications, coordinating implementation across stakeholders, and supporting delivery of national digital initiatives.

The role will work across policy, technology, and pharmacy operations to help ensure that digital programmes are delivered in a planned, practical, and technically robust manner.

The role will ensure that digital initiatives are delivered in a planned, consistent, and technically robust manner, while supporting vendors, stakeholders, and members through ongoing change.

Key Responsibilities

Technical Specifications & Digital Delivery

- Translate policy, legislation, and service requirements into structured system specifications
- Develop and maintain technical specifications, implementation documentation, and related resources

- Support delivery of initiatives including electronic record keeping (ERK), common conditions service (CCS), individual health identifier (IHI) integration, Shared Care Record participation, and ePrescribing readiness
- Support alignment between policy intent, technical requirements, and pharmacy workflows

Vendor Coordination & Programme Support

- Coordinate with pharmacy system vendors on implementation, issue resolution, and delivery activities
- Support vendor engagement forums and technical working sessions
- Assist with pilots, testing, rollout, and implementation support activities
- Track programme milestones, dependencies, risks, and delivery progress across multiple initiatives

Stakeholder Engagement & Support

- Support engagement with HSE, Department of Health, HIQA, PSI, and other stakeholders
- Contribute to national workstreams and technical discussions
- Support translation of national and EU requirements into practical implementation approaches
- Provide technical guidance and support to members and stakeholders

Data, Interoperability & Emerging Digital Initiatives

- Support work relating to interoperability, structured data requirements, and digital governance
- Contribute to development of initiatives relating to cybersecurity, data standards, and implementation readiness
- Support emerging work relating to HealthData@IE, EHDS, AI, and related digital health developments
- Assist in development of reusable resources, templates, and implementation guidance

Working Relationships

The Digital Business Analyst will work closely with colleagues across the IPU, particularly within the Digital Health function, and will support a broad range of ongoing digital and ICT initiatives. The role will involve regular engagement with the IT Steering Group (ITSG), SMART Pharmacy initiatives, Professional Services, IPU NHPC, Pharmacy Operations, and Website & Digital Content teams to support coordinated delivery across the organisation.

Externally, the role will involve ongoing engagement with pharmacy system vendors, the HSE, Department of Health, HIQA, PSI, PCRS, and other national eHealth stakeholders and working groups. The role will support coordination across these groups to help ensure that digital initiatives are delivered in a practical, structured, and consistent manner for community pharmacy.

Initial Priorities

Initial areas of focus are expected to include:

- Supporting delivery of CCS and ERK technical workstreams
- Coordinating vendor readiness for CPA-related developments
- Maintaining technical specifications, implementation documentation, and version control processes
- Supporting Community Pharmacy Digital Roadmap tracking and programme coordination
- Assisting with implementation support activities, pilots, and rollout planning
- Progressing structured technical resources and guidance for vendors and members
- Supporting development of cybersecurity resources and related frameworks

Measures of Success

Success in the role will be reflected through:

- Timely and structured delivery of technical specifications and implementation resources
- Improved coordination and communication across vendors and stakeholders
- Greater consistency and clarity in implementation approaches
- Improved visibility and tracking across digital workstreams and programmes
- Reduced duplication and implementation ambiguity
- Positive feedback from stakeholders, vendors, and members regarding support and coordination

Person Specification

Experience

- Experience in business analysis, digital delivery, or system implementation, ideally in healthcare or a regulated environment
- Experience translating business or policy requirements into technical specifications
- Experience working with multiple stakeholders, including technical teams or vendors
- Experience managing or supporting delivery across multiple workstreams

Skills

- Strong analytical and problem-solving skills
- Ability to translate complex requirements into clear, structured documentation
- Strong organisational skills with the ability to manage competing priorities
- Excellent communication skills, both written and verbal
- Ability to work collaboratively across technical and non-technical stakeholders

Desirable

- Experience in healthcare systems, pharmacy systems, or digital health programmes
 - Familiarity with national health initiatives (e.g. IHI, ePrescribing, shared care records)
 - Understanding of data standards, interoperability, and system integration
 - Experience working with vendors or in multi-stakeholder environments
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Key Attributes

- Structured and detail-oriented approach
- Ability to work in a fast-moving and evolving environment
- Strong focus on delivery and outcomes
- Interest in digital health and improving pharmacy services
- Ability to balance technical requirements with practical implementation

Application Process

To apply, please email your curriculum vitae and a cover letter outlining your suitability for the role to careers@ipu.ie by 5:00pm on the closing date of 29 May 2026.

Your application should include:

- **Curriculum Vitae / Resumé**
Please ensure your CV includes your full name, postal address, contact telephone number, and email address.
- **Referee Details**
Provide the names, positions, and contact details (phone and email) of three referees, along with a brief note on your professional relationship with each referee. Referees will not be contacted without your prior consent.
- **Education and Qualifications**
Include full details of your education history, professional training, and qualifications relevant to the role.
- **Employment History**
List your employment to date, including your current role and a summary of your responsibilities.

Shortlisted candidates will be invited to attend a formal, competency-based interview, which will take place at the IPU offices in Butterfield House, Rathfarnham, Dublin 14. Interviews may be conducted in person or via video conference, depending on circumstances.

For informal enquiries, please contact Alan Reilly by email at alan.reilly@ipu.ie.

This role offers an opportunity to contribute to the delivery of a national digital programme and support the ongoing development of community pharmacy services in Ireland.
