

Head of Business Enablement and Customer Support

Department:	Cabinet Office	
Section:	Modernisation and Digital	
Reports to:	Strategic Director – Digital Services	
JE Ref:	CB1009	
Grade:	CS15	JE Date: 27/03/2023

Job purpose

The Head of Business Enablement and Customer Support is responsible for Departmental engagement with Modernisation & Digital from developing the digital strategy through to day-to-day IT customer support to ensure that M&D meets the strategic and operational needs of the Government of Jersey.

The Head of Business Enablement and Customer Support drive and influences the digital agenda of organisational change and business improvement initiatives across the organisation. They provide day to day IT support and drive improvements to this to enable the Government of Jersey to deliver citizen services.

The Head of Business Enablement and Customer Support is responsible for the implementation of all corporate, strategic and departmental business initiatives, including information and functional areas, across the function.

Job specific outcomes

- Deliver the Strategic Framework through department Digital Strategies, putting in place both proactive and remedial actions to ensure the strategy is delivered.
- Provide leadership of the strategic Business Enablement Managers, through a hub and spoke model, to drive the delivery of the Strategic Framework and the Digital Vision for Government.
- Develop, implement and lead a digital agenda that enables the strategic objectives of the department and States of Jersey to provide alignment of the organisational values and strategic direction.
- Lead departmental engagement for the Customer Support teams, providing direction and embedding a *customer first* attitude across M&D to deliver department and citizen support as required.
- Lead on providing a quality assured and consistent approach to the implementation and improvement of digital strategies at all levels and departments within the organisation to deliver the Government vision.

- Regularly meet with Government-wide stakeholder groups to build strong relationships as a trusted partner and instil confidence in the ability of the teams to deliver outcomes and benefits for the Government and citizens.
- Lead the customer Demand process for M&D, utilising networks and specialisms in a collaborative manner.
- Responsible for IT Customer Support, predominantly level 1 & 2.
- Deliver operational support and incident reporting to drive service improvement.
- Work with the Service & Transition manager to deliver ITIL best practice.
- Lead the administration of the function's executive budgets, including the management of purchase orders and supplier invoices for change initiatives to be led by the function, managing the review of transactions to ensure they are accurate and oversee the preparation of month end reports, in accordance with the Government of Jersey's Financial Directions.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)

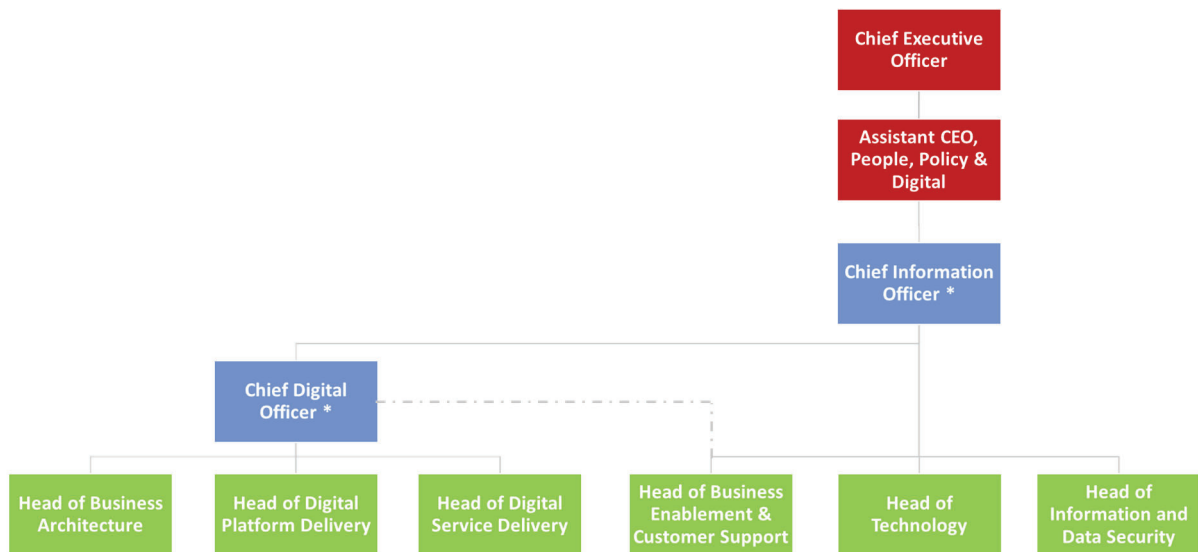
- Strategic Business Enablement Managers
- Embed business change
- Digital transformation projects
- IT Customer Support
- Business (M&D) Support

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications Please state the level of education and professional qualifications and / or specific occupational training required.</p>	<p>Educated to post-graduate level (MBA or equivalent with evidence of study and/or additional qualifications relating to either IT or management or demonstrate such a level of equivalent qualifications and experience.</p>	
<p>Knowledge This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</p>	<p>Career knowledge of organisational change and stakeholder management methodologies</p> <p>Substantial understanding of government and ministerial decision process</p> <p>Knowledge of strategic business solutions.</p> <p>Knowledge of agile delivery</p> <p>Strong local political and international awareness</p>	<p>Knowledge of digital delivery of end to end customer services</p>
<p>Technical / Work-based Skills This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</p>	<p>Career evidence of customer relationship management.</p> <p>Experience of working within an agile framework.</p> <p>Career evidence of interpreting business requirements.</p>	<p>Knowledge of IT Customer Support within an ITIL framework.</p>

<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>High level interpersonal skills, with an ability to interpret complex information</p> <p>Ability to build relationships at all levels, strong communications skills and ability to navigate and influence across the organisation</p> <p>Political judgement, with the ability to comprehend multi-strand, technical and complex information, which can be politically sensitive, controversial and contentious.</p> <p>The postholder is expected to keep abreast of emerging technologies and the use of technology in similar organisations.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Managing high profile innovative projects</p> <p>Experience of managing in a public sector and political environment</p> <p>Proven ability to influence, challenge and persuade at a Senior Executive and Political' level</p> <p>Extensive experience of managing and leading change through transformation and service redesign , conducting evaluations and interpreting data</p> <p>Experience of developing, implementing and managing strategic plans and key change initiatives</p> <p>Experience of building trusted, effective and dynamic relationship between the function and</p>	

	<p>senior leaders and politicians.</p> <p>Experience of contributing to the strategic and operational decision making.</p> <p>Leadership experience including, performance management, professional advice and development, coaching and act as an escalation point.</p>	
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Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 1 to 3 core accountabilities, attributes and behaviour indicators.