

Business Support and Delivery Officer

Department	Cabinet Office
Division	Government Business and Delivery
Reports to	Head of Office
JE Ref:	CB1021
Grade:	CS08
JE Date:	01/06/2023

Job purpose

To provide a comprehensive and professional business, policy and delivery support service to senior officers to enable joined-up machinery of government, the development of government policy and the delivery of major projects, thereby ensuring a sound contribution to the work of the Government of Jersey.

Job specific outcomes

- Section responsibility for monitoring and reporting on risk management, performance reporting, customer feedback and delivery planning coordination, under the supervision of more senior officers.
- Demonstrate cross-organisational corporate improvement, by maintaining and improving the recommendations tracking process, and provide meaningful management information that can support whole-system learning.
- In collaboration with other government departments, support the policy development process to deliver the priorities of Ministers and States Members, including, for example, with respect to Arm's Length Organisations.
- Support the implementation of corporate projects, activities and change programmes, to provide high-quality information decision-making information for senior officers.
- Draft advice, correspondence reports and recommendations for a range of audiences, including senior officials, Ministers, States Members and the general public, in relation to a wide range of issues.
- Research and draft cross-government responses to complex questions, queries and complaints; attending internal and external meetings and visits; and maintaining a record of meetings and action points.
- Support the overall operations of the Chief Executive's private office functions, including business support and administration.
- Promote internal awareness and understanding of public services, political, public and media issues as they arise with relevant colleagues, supporting a culture of government responsiveness and transparency (so that the public service can support Ministers to deliver for Islanders and be held to account as they do so).
- Deliver improvements to service provision, and hold responsibility for specific activities and processes to ensure services continue to meet agreed quality standards, guidelines and procedures.

Statutory responsibilities

The post holder does not have any statutory responsibilities

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	A Level standard or equivalent experience.	A degree and/or professional qualification.
Knowledge	Knowledge and ability to interpret department and working policies, with the ability to ensure that relevant policies and procedures are fully implemented.	A strong understanding of the key issues that affect the Island, of local news and events, and of the Government of Jersey and States Assembly, its role in the Island and its activity.
Technical / Work-based Skills	Strong analytical skills and the ability to work accurately whilst under pressure to understand problems or situations within a politically exposed environment and to select the appropriate approach to resolve the problem and reflect on the result.	

	<p>IT skills, with a knowledge of Microsoft office software, in particular Word, Excel and PowerPoint.</p> <p>Must have an eye for detail, the ability to process work with accuracy and prioritise tasks.</p>	
General Skills/Attributes	<p>Excellent communications skills, being able to work as part of a small team and in close proximity to senior officers</p> <p>Able to deal with many high priority issues at the same time, maintaining a calm and professional approach whilst quickly developing a strong rapport with others.</p> <p>Ability to proficiently use Microsoft software packages.</p> <p>High level of customer service including the ability to demonstrate a level of assertiveness to achieve a positive outcome.</p> <p>Must have the initiative to make decisions where no precedent or guidance is available, minimise any negative impact on the reputation of the organisation.</p>	
Experience	<p>Proven experience and service delivery in a fluid, fast moving and sensitive environment.</p>	

Core Accountabilities, Attributes and Behaviour Indicators

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 core accountabilities attributes and behaviour indicators.