

Job Title: Business and Governance Manager

Department: Cabinet Office

Division: Public Health

Reports to: Director of Public Health Delivery

JE Reference: CB1035

Grade: CS13

JE Date: 02/01/2024

Job purpose

The Business and Governance Manager leads all aspects of strategic, operational, and business management, performance improvement, change management, governance and safeguarding for the Public Health Directorate, working closely with the Senior Leadership Team to ensure full compliance with legislative, statutory, contractual and mandatory requirements.

The postholder will act to minimise the risk of a legal or statutory breach (including financial), reputational damage, risk to vulnerable Islanders and non-delivery of government priorities by managing the Public Health Governance function, including risk management, business continuity, health, safety and wellbeing, information security and records management, ensuring visible, robust management and compliance with all corporate governance requirements.

Job specific outcomes

1. Lead the design, implementation, delivery and monitoring of policy, procedures, processes, systems and controls for the Public Health Directorate. Support the development and dissemination of practice standards and procedures including developing, reviewing, and updating procedures, service policies and practice standards to support good practice across the service.
2. Develop and implement quality assurance systems and audit processes (including a Public Health Quality Assurance and Performance Management Framework and reporting dashboard) for policy, practice, governance, safeguarding and service delivery (including commissioned public health services). Deliver on directorate, departmental and corporate reporting requirements, including the Director of Public Health Annual Report, Public Health Strategy progress tracker, Perform and Government Plan / Delivery Plan progress updates.
3. Manage all Information Governance functions for Public Health, fulfilling the role of Data Champion, ensuring highly sensitive and confidential information is managed and retained in line with the Data Protection (Jersey) Law 2018 and Government policy and standards. Lead on the development and maintenance of robust records management, ensuring adherence to retention schedules. Develop Data Sharing Agreements and produce Data Protection Impact Assessments, working with other Government departments and partners as necessary.
4. Lead the directorate's risk management activities, working across the directorate to identify risks, maintaining the risk register and monitoring mitigating actions. Fulfil the role of Business Continuity Lead, implementing business continuity plans in order to reduce the risk of service disruption.

5. Manage the development, implementation and monitoring of the Public Health People & Culture Plan, to improve wellbeing, Health and Safety and professional development. This includes ensuring staff are appropriately trained in Safeguarding and other statutory governance requirements, monitoring and reporting completion rates and escalating non-completion to the relevant line manager.
6. Programme management of the public health portfolio, including supporting Senior Leadership Team in prioritising competing priorities using agile programme management. Also the management of key projects with associated need for accurate project governance and control, accurate and timely reporting.
7. Lead the directorate processes for complaints, States Questions, Freedom of Information and Subject Access Requests, ensuring that trends and emerging issues are identified, the resulting changes to practice or service delivery are developed and implemented. Escalate as necessary to ensure a robust and consistent approach to maintain stakeholder confidence.
8. Lead and manage the directorate's administrative function, including cremation administration. Provide professional guidance, set objectives, undertake appraisals, deal with disciplinary matters, recruitment and selection decisions. Identify capability requirements and champion staff development, talent and career management, encouraging learning and development.
9. Work with Public Health Intelligence and Commissioning to ensure quality standards and procedures encompass reportable routine outcome measures to evidence symptom reduction, goal-based outcomes, and wider impact across both inhouse and externally commissioned services.
10. Act as the Safeguarding Lead across the Cabinet Office; work across government and with partners to champion and embed good safeguarding practice.

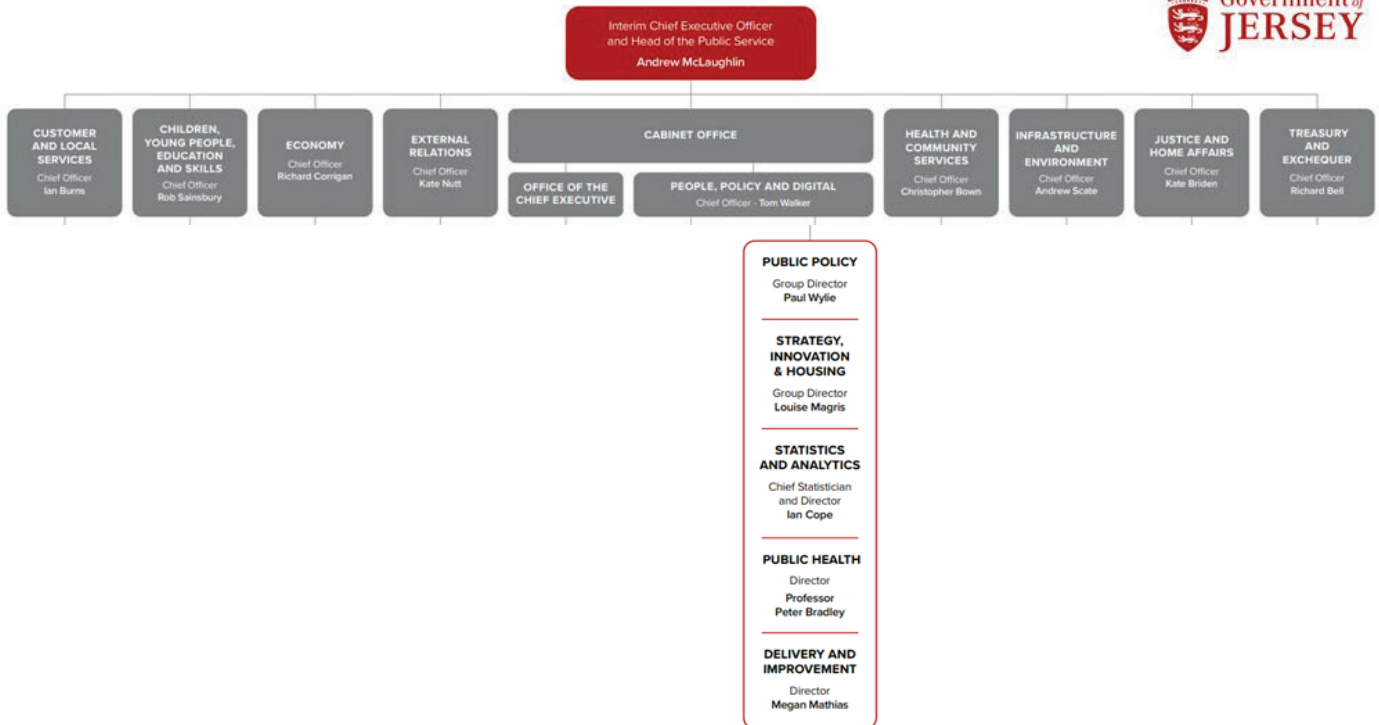
Statutory responsibilities

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 job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure

September 2023



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Degree qualified. Project management and/or data protection qualification.	A professional qualification in records management, health & safety, learning & development or quality assurance. Agile project management. Service improvement qualification or change management e.g. Lean. Level 3 Safeguarding training.
Knowledge	Working knowledge of corporate policies such as Data Protection, Freedom of Information, Public Finance Manual.	Knowledge of performance improvement techniques and approaches to change management.

	<p>Detailed working knowledge of Safeguarding legislation and policy.</p> <p>Knowledge of all aspects of corporate governance including risk management, business continuity, information security, health & safety, wellbeing.</p> <p>Detailed understanding of the strategic, legislative and political frameworks of the States of Jersey, and the legislative framework and local standards and procedures relating to public health.</p> <p>Knowledge of public health quality assurance and performance assessment frameworks.</p> <p>Knowledge of cultural change and mechanisms for stakeholder engagement and co-production; understanding of the importance of partnership working.</p> <p>Demonstrable knowledge and understanding of the challenges that face Jersey for the future alongside the policy and governance requirements across the public, private and voluntary sectors.</p>	
<p>Technical / Work-based Skills</p>	<p>Ability to plan, deliver and monitor projects and programmes of work, in line with agreed timescales and outputs.</p> <p>Ability to design and implement governance systems and processes, including information governance and risk management.</p> <p>Highly developed business and reasoning skills, with evidence of working at pace in a complex multi-stakeholder environment to design and implement governance, operational and improvement programmes.</p> <p>Ability to design, manage and measure outcomes and performance indicators.</p> <p>Experience of robust programme management, including risk, mitigation and reporting.</p> <p>Skilled in using spreadsheets, databases, and presentation software, with an ability to use IT to develop quality assurance processes, collate and interpret data and write reports.</p>	

	<p>Clear verbal and written skills, including an ability to analyse complex data and prepare/present reports for a range of audiences.</p> <p>Excellent writing skills; ability to create documents, communications materials and supporting government publications which explain complex issues clearly and simply.</p>	
General Skills/Attributes	<p>Ability to develop effective partnerships with other professionals, leading to collaborative working relationships.</p> <p>A practical and pragmatic approach to problem solving.</p> <p>Exceptionally organised; able to deal with multiple competing priorities and a high workload.</p> <p>IT skills, particularly with Microsoft Office applications, including O365.</p> <p>Resilient, maintaining effectiveness under pressure.</p> <p>Ability to work independently and autonomously.</p> <p>Honesty, probity, integrity, resilience and determination.</p> <p>Commitment to the principles and practice of anti-discriminatory practice.</p>	
Experience	<p>At least 2 years' experience in a governance or business planning/management role.</p> <p>Experienced in managing teams.</p> <p>Experience of devising and implementing robust corporate governance systems.</p> <p>Experience in monitoring service performance.</p> <p>Ability to give constructive feedback, challenge appropriately and identify areas for development in others.</p>	<p>Experience of leading performance improvement and/or change programmes.</p> <p>Experience of developing policies.</p> <p>Experience in leading professional development and wellbeing programmes.</p>

	Experience of robust programme management, including risk, mitigation and reporting.	
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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 Tier 4 core accountabilities attributes and behaviour indicators.