

## Senior Manager - CLS

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**Department:** Customer and Local Services

**Section:** An Operational Hub

**Reports to:** Head of Hub/Group Director

**JE Ref:** CLS1002

**Grade:** CS13

**JE Date:** 09/03/2021

### Job Purpose

Responsible for the strategic development of services, ensuring that the function, e.g. Back to Work programme, pensions and care, delivers real benefits to customers and employers. Provide effective direction and strong inspiring leadership to ensure delivery of the strategy.

### Job Specific Outcomes

- Overall accountability for ensuring effective people and performance management structures are in place in the team including setting, communicating, monitoring and reviewing service and performance KPIs and ensuring cascade to the entire team.
- Analyse performance data and trends to identify opportunities to improve the services of the team and Hub and ensure policy and legislative changes are clearly understood and effectively implemented to improve the services of the department and make recommendations to change policy and legislation.
- Ensure that comprehensive and robust standard operating procedures and processes are in place to enable services to be delivered in a consistent, compliant and cost-effective manner whilst minimising financial risk to the department and Government of Jersey.
- Ensure there is an effective fraud strategy, where applicable, to protect public money and where unlawful claims occur, take action including formal enforcement.
- Responsible for health, safety, wellbeing and business continuity to fulfil corporate requirements and ensure legislation is fully complied with.
- Responsible for ensuring safeguarding processes are in place, promoted and used to protect vulnerable adults and children.
- Ensure the ongoing strategic development of initiatives to reduce unemployment, increase financial independence and drive proactive services to improve outcome.
- Responsibility for the team's budget, as well as significant supplier contract management identifying opportunities to make cost savings and efficiencies contributing to the department's overall financial governance and spending strategy.
- Brief politicians and senior stakeholders on departmental matters e.g. unemployment figures for States and media purposes for the purpose of informing the public and other stakeholders on the performance of the department.
- Develop positive links with external agencies including third sector organisations, voluntary groups, partner agencies and other Government of Jersey departments to drive the department's vision of developing proactive services to meet future customer needs.

## 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.

## Organisational Structure



## Person Specification

### Specific to the Role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<ul style="list-style-type: none"> <li>A formal management qualification is required at postgraduate level (Level 7) or equivalent level of experience.</li> <li>Evidence of further relevant professional courses e.g. Health &amp; Safety certificate (e.g. IOSH), Coaching, Data Protection Practitioner</li> </ul>	
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of</i></p>	<p>Excellent knowledge and understanding of:</p> <ul style="list-style-type: none"> <li>how to lead service delivery and drive and embed organisational change and new ways of working</li> </ul>	<ul style="list-style-type: none"> <li>Broad knowledge of the legislation, policies and procedures and services of the Government of Jersey</li> </ul>

<p><i>a defined system, practice, method or procedure).</i></p>	<ul style="list-style-type: none"> <li>• the public sector in Jersey (or other public sector organisations) including current initiatives and the role of the department within the wider Government of Jersey</li> <li>• the latest theory, practices, processes and techniques as related to their industry area, including ongoing Continuing Professional Development</li> <li>• commissioning services</li> <li>• performance management and understanding of performance metrics</li> <li>• the ability to interpret complex legal, technical and financial issues in order to offer advice based on a sound understanding of legislation, procedures and policy.</li> <li>• the ability to make risk based operational decisions based on these matters.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the benefits and services provided by the Government of Jersey</li> </ul>
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Must have ability to:</p> <ul style="list-style-type: none"> <li>• implement processes and governance so that employees within the team clearly understand and can effectively interpret Government of Jersey legislation, policies and procedures and apply them consistently and fairly for the benefit of all customers.</li> <li>• have a clear outcome-focused approach that ultimately promotes a better understanding of the customer</li> <li>• demonstrate experience of leading and managing change projects.</li> <li>• understand and interpret legislation, policies and procedures and apply them consistently and fairly for the benefit of all customers.</li> <li>• manage budgets, interpret complex financial reports and present information.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Jersey legislation, policies and procedures in the specialist area.</li> </ul>
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g.</i></p>	<ul style="list-style-type: none"> <li>• Establishes systems to collect customer feedback and develop actions to address issues.</li> </ul>	

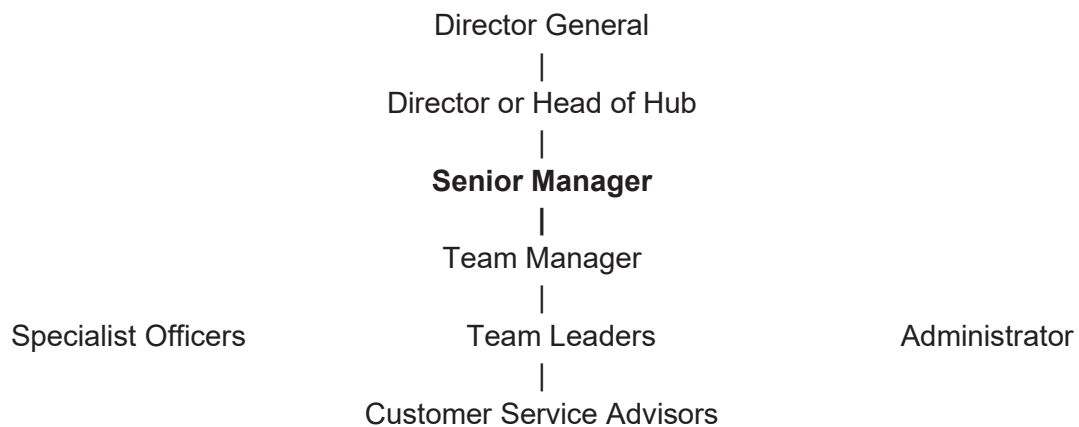
<p><i>effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<ul style="list-style-type: none"> <li>• Tackles difficult problems and takes personal responsibility for reaching solutions. Seeks ways to improve overall performance levels to give higher levels of satisfaction to customers.</li> <li>• Able to support recommendations and ideas using evidence.</li> <li>• Takes steps to persuade and tailors approach for the audience.</li> <li>• Acts as a role model through own behaviour. Gives timely and specific feedback on what has been done well and where there is room for improvement. Confident decision-maker with demonstrable problem solving, negotiation and influencing skills Ability to develop innovative approaches to change management and service delivery</li> <li>• Ability to lead, motivate and manage teams to facilitate achievement of high delivery and performance and manage poor behaviour. Strong relationship building skills</li> <li>• Ability to present effectively, both verbally and in writing Ability to produce written materials (e.g. letters, reports, discussion papers, proposals) to a high level for presentation to a variety of audiences</li> <li>• Possess motivational skills in order to maintain the performance of their teams, many of whom work in challenging and demanding environments</li> <li>•</li> </ul>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum</i></p>	<ul style="list-style-type: none"> <li>• Evidence of post qualifying and continuing professional development.</li> <li>• Demonstrable experience of leading/managing teams at a senior level with responsibility for strategy development and implementation,</li> </ul>	

<p><i>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>process improvement and performance management.</p> <ul style="list-style-type: none"> <li>• Experience of working with senior stakeholders and politicians.</li> <li>• Experience of delivering value for money services including cost savings utilising a commercial approach.</li> <li>• Leading the development and delivery of strategy</li> <li>• Experience in project management and leading change management initiatives</li> </ul>	
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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 Government of Jersey tier 4 core accountabilities attributes and behaviour indicators.

### Organisation Chart



Team Managers typically have at least 6 to 8 line reports, including a few Team Leaders and Specialist Officers.