

## Team Manager

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<b>Department</b>	<b>Customer and Local Services</b>	
<b>Section</b>	An Operational Hub	
<b>Reports to</b>	Head of Hub or Senior Manager	
<b>JE Ref:</b>	CLS1003	
<b>Grade:</b>	12 (11-12)	<b>JE Date:</b> 9/3/2021

### Job purpose

Lead, inspire and motivate a team to ensure that the legislation and associated policies and procedures administered are delivered in a compliant, consistent and effective manner as well as being responsible for driving continuous improvement strategies throughout the team.

### Job specific outcomes

- Provide effective direction, leadership and development for all employees of the section to ensure that services are delivered effectively and that agreed standards and targets are met.
- Implements performance measurement systems and reviews performance data and management information and where under performance exists (at team and/or individual level) implements solutions to achieve performance standard/targets.
- 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 managing and minimising financial and non-financial risks to the department and States of Jersey.
- Act as a point of escalation for the most complex customer cases/claims and, by doing so, ensure claims are dealt with in line with SOJ policies, procedures and legislation.
- Identify opportunities to improve the efficiency of the service and the customer experience, making recommendations to senior management about how these can be delivered and achieved and be accountable for the successful implementation and ongoing review, ensuring compliance with the One Gov vision.
- Manage and participate in departmental and corporate projects to develop services for the benefit of the people of Jersey, meeting time, cost and quality constraints.
- Responsible for Health, Safety, Wellbeing and Business Continuity within the section to fulfil corporate requirements and ensure legislation is fully complied with.
- Ensure safeguarding processes are promoted and embedded in the work of the team, to protect vulnerable adults and children.
- Ensures sound financial control is embedded in the work of the team, ensuring that spend is consistent with allocated budget, and opportunities for cost and efficiency improvements are pursued.
- Develop positive links with stakeholders, including external agencies such as third sector organisations, voluntary groups, partner agencies and other States of Jersey departments to drive

forward the department’s mantra of being proactive in developing services to meet future customer needs.

- Contribute to cross government working on initiatives both inside and outside areas of specialism (for example, working groups on customer strategy, OneGov new office, flexible working)
- In senior level of the role, close ministerial liaison and briefing on cases, policy, operational impact of policy decisions and appeals

**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 degree level (Level 5) or equivalent level of experience.</li> </ul>	
<p><b>Knowledge</b> <i>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).</i></p>	<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> <li>the public sector in Jersey including current initiatives and the role of the department within the wider States of Jersey and political sphere.</li> <li>managerial techniques for managing change and performance development.</li> <li>business and operational systems to support the most effective and efficient running of a function.</li> </ul>	<ul style="list-style-type: none"> <li>Broad knowledge of the legislation, policies and procedures and services of the States of Jersey.</li> <li>Understanding of the benefits and services provided by the States of Jersey.</li> <li>Specialist knowledge across the range of work procedures and practices underpinned by theoretical knowledge or relevant practical experience.</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>Demonstrable ability to</p> <ul style="list-style-type: none"> <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 financial reports and present information.</li> <li>set up and maintain MI systems to report on both qualitative and quantitative outcomes of projects/programmes to a wide variety of stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Expertise in a subject area e.g. Income Support, Business Licensing, Pensions, Long-Term Care, HR or Payroll.</li> <li>Understanding of States of Jersey legislation, policies and procedures in the specialist area in which the job operates.</li> </ul>

<p><b>General Skills/Attributes</b></p> <p><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>Demonstrable ability to</p> <ul style="list-style-type: none"> <li>• manage relationships with senior stakeholders and a broad range of interested external parties, building trust and rapport</li> <li>• question and understand the real, underlying needs of the customer, beyond those initially expressed.</li> <li>• Establish systems to encourage and collect customer feedback.</li> <li>• deal with difficult problems taking responsibility for reaching solutions.</li> <li>• review current performance and identify ways of making improvements that enhance overall service to customers</li> <li>• support recommendations and ideas using evidence.</li> <li>• assess a situation and choose the most appropriate form of communication for the intended audience.</li> <li>• give timely and specific feedback on individual and group/team performance and identify areas and ways in which performance can be improved</li> <li>• Understand the external environment in which the role operates and demonstrates this through working practice</li> </ul>	
<p><b>Experience</b></p> <p><i>This is the proven record of experience and achievement in a field, profession or specialism.</i></p> <p><i>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>	<ul style="list-style-type: none"> <li>• Evidence of continuing professional development.</li> <li>• Demonstrable experience of working autonomously at a management level, leading/managing teams with responsibility for process improvement and performance management.</li> <li>• Experience of developing business improvements strategies and implementation</li> <li>• Experience of delivering value for money services including cost savings utilising a commercial approach</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of building ministerial relationships and briefing Ministers on key issues, risks and cases</li> </ul>

## 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 4 core accountabilities attributes and behaviour indicators.