

Specialist Officer

Department: Customer and Local Services

Section: An Operational Hub

Reports to: Team Manager

JE Ref: CLS101

Grade: CS09

JE Date: 20/04/2020

Job Purpose

Technical expert and decision maker, focussing on a specific aspect of the department's services, providing specialist advice to support Hub Team members in delivering services to customers e.g. Income Support, Housing Control, and Business Licensing, HR and payroll. Will also counsel, advise and appraise customers who have complex, non-routine enquires and promote the full range of benefits to enable customers to fully access services.

Job Specific Outcomes

- Undertake quality assurance reviews of benefit award and department processes and services in an audit capacity to ensure decisions are fair and consistent and at the correct award level.
- Analyse performance data and work with operational teams to develop appropriate processes and governance to ensure the department complies with relevant legislation, policy & procedures.
- Represents the department at external tribunal hearings, including preparing case papers, to ensure the organisation's decisions are defended based on legislation, policy, consistency of approach and appropriate use of public money.
- Responsibility for analysing and evaluating complex data to evaluate a claim, run a payroll or enable others to make appropriate, informed decisions.
- Mentoring and coaching staff in order for them to achieve a level of performance that meets the department's standards, to ensure a consistent level of customer service and be able to defend decisions.
- Accountable for periodic reporting of department, operational and staff performance, with responsibility for presenting findings, providing narrative/options and making recommendations for improvement to ensure the department complies with legislation, policy and customer needs.
- Create, update, improve and monitor performance measurement tools and provide advice and support to managers to ensure the integrity, data quality and production of management information is accurate.
- Proactive in terms of spotting opportunities where improvements can be made to the department's services, promoting a culture of continuous improvement, high quality service and efficiency.
- Brief politicians and senior stakeholders on departmental matters for the purpose of informing the public and other stakeholders on the performance of the department.
- Ensure safeguarding processes are promoted and implemented to protect vulnerable adults and children.

Statutory Responsibilities

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

Organisational Structure



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>	<ul style="list-style-type: none"> • Possess an NVQ Level 4 in Coaching and Mentoring or equivalent level of experience. 	
<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>	<ul style="list-style-type: none"> • Knowledge and ability to interpret department and Government of Jersey working policies, with the ability to ensure that relevant laws and departmental policies and procedures are fully implemented. • Broad and varied knowledge and experience of audit practices/ internal controls/ quality assurance and risk mitigation and the ability to apply these to ensure correct reporting and risk management. • Specialist knowledge across the range of the department's work procedures. 	

<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<ul style="list-style-type: none"> • Literate and numerate; able to read and understand and explain complex legislation, analyse data and write reports and letters and complete departmental forms and follow process. 	<ul style="list-style-type: none"> • Ability to speak a relevant community language e.g. Portuguese or Polish and demonstrate a cultural awareness to support customer's whose first language isn't English.
<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>	<ul style="list-style-type: none"> • Able to manage relationships with senior stakeholders and politicians responding to questions, providing insight and information. • Listening and investigative skills to understand customer circumstances to make appropriate decisions with regard to any benefit claim. • Looks objectively at a situation to ensure that all outcomes are thoroughly assessed before deciding on the appropriate course of action. • Able to read non-verbal communication (gestures/body language) and be aware of self and how they are perceived by others. • Takes time to question and understand the real, underlying needs of the customer, beyond those initially expressed. • Ability to construct compelling cases to defend a department's decision at tribunal and be able to effectively present the case at hearing. 	

<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism.</i> <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"> • Proven track record of working within a customer focused environment providing advice, support and guidance in complex and challenging situations. • Experience of coaching staff. 	
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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 5 core accountabilities attributes and behaviour indicators.

Organisation Chart

Provided separately