

Head of Change and Projects

Department: Customer and Local Services

Division: Customer Service

Reports to: Group Director, Customer Services

JE Ref: CLS1017

Grade: CS14

JE Date: 25/04/2023

Job purpose

Lead, drive and develop the Change and Projects (C&P) Team to provide a wide range of specialist business planning, change & project management, information / data analysis and IT systems support & development services.

Align, prioritise, and manage team resources to support the core operational business of CLS and implementation of major / strategic projects to meet political, strategic and corporate objectives. These services are vital to the successful delivery of an ambitious and high-profile programme of projects within the Government and Ministerial Plans which benefit and protect some of the island's most vulnerable population.

The post holder has a major impact on the efficient and effective administration of CLS as well as playing the lead role in the strategic planning and the implementation of new projects. The post-holder is a key member of the Senior Leadership Team (SLT) coordinating services and prioritising resources across the department.

Job specific outcomes

1. Lead and manage the Change & Projects Team resources to deliver high-profile and business critical change projects that are publicly committed in CLS's Business and Delivery Plans or internally. Ensure the team's personal development, retention and proficiency in specialist areas in order to provide a broad range of high-quality professional services to all areas of CLS and GoJ.
2. Lead and manage CLS strategic and business planning processes to ensure agreement, prioritisation and on-target delivery of all political and operational priority projects. Monitor and manage the implementation of the agreed plans. Write and publish CLS's business plans and annual reports in line with these commitments, obtaining all stakeholders' approvals as needed.
3. Manage the CLS project portfolio to balance demands or conflicting priorities to deliver the most beneficial mix of project outcomes for CLS and Government of Jersey. Ensure a high level of stakeholder confidence in the delivery of the CLS change portfolio via project governance and regular reporting structures. Deploy resources to meet operational and project demands, forecasting and recruiting appropriately, balancing timely delivery, risks and value for money appropriately.
4. Develop and implement CLS change & project management standards, acting as departmental subject matter expert. Control the overall delivery methodology and integrity of all projects, ensuring appropriate compliance with GoJ frameworks, policies, accounting, best practice and technical standards.
5. Lead the detailed specification and implementation of complex changes to CLS's IT business systems, safeguarding the timely and accurate payment of benefits to vulnerable customers at all times. Ensure that the specialist C&P Systems Analysis and external supplier resources are trained and deployed effectively.
6. Take overall ownership of the contractual relationships with external IT software suppliers ensuring timely and highly skilled professional resources are always available to support CLS's systems support and development needs while achieving best possible value for money.
7. Set and deliver the strategic direction for development and operation of CLS's Management Information IT Systems, aligned with business and political needs. Manage the specialist Information Analysis team, ensuring that complex information and analytical advice is available to

leadership and operational teams within CLS and across GoJ on a timely and highly accurate basis. Prioritise demands in line with overall departmental strategy. Manage the external publication of departmental reports and departmental submissions to corporate reports.

8. Support and participate in the Senior Leadership Team (SLT) meetings, ensuring that all corporate and departmental projects and commitments are understood by SLT and resources prioritised appropriately. Ensure that agendas, minutes and action points are recorded accurately and appropriately.

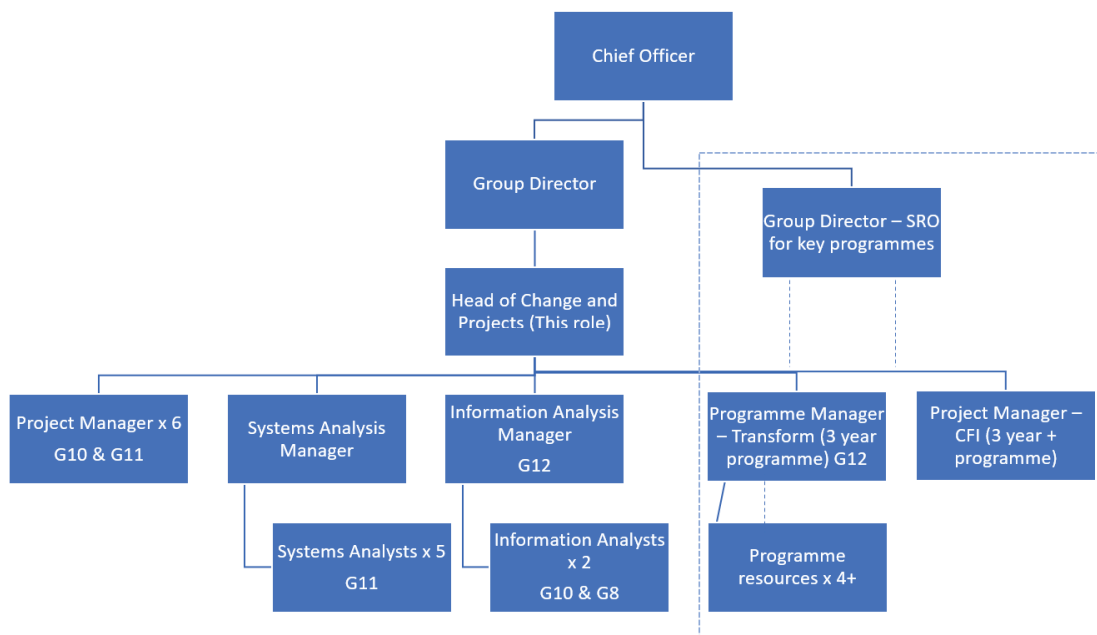
Statutory responsibilities

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



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to first degree level.</p> <p>Possess a relevant professional qualification at a specialist level in programme and project management and / or postgraduate qualification, plus supplementary formal training in business and process analysis, design and documentation techniques.</p>	
<p>Knowledge <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>Possess highly-developed specialist knowledge across the full breadth of each of the following:</p> <ul style="list-style-type: none"> • Project and programme management, including agile / Lean management techniques • Business process analysis, design and implementation • Business change management and implementation techniques • Risk and issue management • Business requirements specification and documentation • IT Systems design and development techniques • IT Systems testing and revenue assurance techniques <p>Maintain detailed theoretical knowledge of each of the above, backed up by current industry practice and in-depth practical experience and specialist training. The post holder is an expert / specialist in these fields in order to lead the provision of these specialist services within CLS.</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>A strong, broad-based knowledge of business management theory and best practice within commercial and public sector organisations.</p> <p>A sound, broad-based knowledge of Management Information systems functional design and use.</p> <p>A sound knowledge of information systems and data communications technologies.</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job</i></p>	<p>Highly developed organisational and planning skills.</p> <p>IT systems & business change, comprising requirements analysis, specification and problem solving</p>	

<p><i>effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Leading and managing new IT systems tendering and selection processes, including contract drafting and negotiation</p> <p>Research and interpretative / statistical analysis of complex business data</p> <p>Human resource / team management; leading, motivating and developing staff</p> <p>Influencing, persuading and motivating a wide range of individuals & stakeholders on the benefits delivered by, and the prioritisation of major business plan projects</p> <p>Strategic and political stakeholder management on a wide variety of project, operational or business planning topics</p> <p>Providing critical analysis and recommendations on information of a strategic nature, for example on the design of new IT systems or of a new social benefit</p> <p>Adept use of statistical packages, spreadsheets, databases, word processing, internet and presentation applications</p> <p>Report writing and presentation for a broad range of stakeholders possessing differing levels of knowledge</p> <p>Confident, succinct and persuasive communication, both written and orally, to a wide range of audiences</p> <p>Monitoring, evaluation and performance management (business & people) in a complex organisation</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. 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>	<p>Over 5 years' proven track record of working in a similar high-level role and responsibility, commensurate with master's-level business management experience, underpinned by in-depth practical experience.</p> <p>Extensive experience of leading, managing and delivering all aspects of successful major project and change management initiatives. Experience must comprehensively cover all facets of the design and implementation of people, process and technology components in projects, such as major IT systems implementation, major organisational re-design or entire new social benefit design and implementation.</p> <p>Extensive experience of project governance, including leading the prioritisation and approval / control of major programmes of work. For each project, ensuring all business requirements are correctly and adequately specified and agreed, a sound business case is written and agreed, adequate processes exist for control of project implementation, and that project benefits will be delivered on completion.</p>	

	Leading and managing strategic & business planning processes, including design, prioritisation and roll-out / communication of annual business plans.	
Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i>	None	

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 1 to 3 core accountabilities, attributes and behaviour indicators.