

Business Support Officer

Department:	Chief Operating Office	
Division:	Chief Operating Office Directorate	
Reports to:	Head of Business Support	
JE Reference:	COO1020	
Grade:	7 to 8	JE Date: 20/1/2021

Job purpose

Contribute to implementing and maintaining operational governance and control frameworks, including Risk Management, Information Management and Business Continuity planning across the function.

Responsible for supporting the implementation of all corporate, strategic and departmental business initiatives and planning, across the function.

Job specific outcomes

- Perform relevant support and administrative duties in the implementation of corporate projects, activities and change programmes, collating information regarding matters of business and change management to inform key decision points on behalf of the function.
- Ensure the operational and business management of information and functional services, implementing operational policy and procedures to ensure the function is compliant with all relevant legislation, financial process management, continuous improvement and KPIs,.
- Develop, co-ordinate and test the functions business continuity plan alongside central business continuity to ensure the function is compliant with Government business continuity standards.
- Work as part of the departmental hub and spokes to develop the Chief Operating Office business continuity plan, supporting maintenance and testing, to ensure the Chief Operating Office is compliant with Government business continuity standards.
- Preparation of the function and department's business plans, working closely with the departmental hub and spokes and Senior Leadership Teams, ensuring alignment to the One Gov Vision and Common Strategic Policy.
- Record performance and outcomes against objectives contained in the functional and departmental business plans including Financial Cost, People and Talent, Portfolio, Service

Management, working closely with the departmental hub, supporting the One Gov vision and delivery of the Common Strategic Policy.

- Collate and co-ordinate public/function requests for information, for the function (e.g. health and safety complaints, FOI requests, Ministerial questions, States Assembly questions, gifts and hospitality, Scrutiny questions, media queries etc) monitoring response to and highlighting any trends and emerging issues, supporting the OneGov continuous improvement and learning environment.
- Assist the Head of Business Support with reporting and co-ordination of the function's risk, internal control and compliance matters, ensuring that risk and issue registers are kept up to date and that mitigating actions are monitored for completion, in line with the Governments Risk Management Framework, supporting the Government of Jersey exposure to risk and realisation of opportunities.
- Maintain and update all audit registers across the function to ensure the points are being progressed and are reported correctly.

Statutory responsibilities

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

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 <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	A Level standard qualification or relevant experience	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a</i></p>	Sound knowledge of governance risk and compliance to support note taking	Good understanding of local politics and Government structures

<i>defined system, practice, method or procedure).</i>	Ability to learn project management processes	
Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i>	Excellent IT skills as will be required to produce and develop accurate and well-presented written and electronic reports, records and documents	Familiarity in any of the following areas would be advantageous: health and safety, complaints, financial management, data protection;
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>	Attention to detail to deliver high-quality products Must be able to write clear and concise reports, and work accurately with figures Sound interpersonal and communication skills to actively communicate across the organisation	
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>	Experience of working in a similar role with experience of performance, risk, contract and health and safety management Experience of working in a similar role with experience of performance, risk, contract and health and safety management	

Core Accountabilities, Attributes and Behaviour Indicators
<p>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 5 core accountabilities attributes and behaviour indicators.</p> <p>The standards relevant to this tier, identified in the Government of Jersey core accountabilities, attributes, and behaviour indicators, are to be attached in a separate document.</p>