

## Business Delivery Support

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**Department:** Chief Operating Office

**Division:** Commercial Services

**Reports to:** Governance Planning and Compliance Manager

**JE Reference:** COO1056

**Grade:** CS7-8

**JE Date:** 11/1/2022

### Job purpose

This role will support the Commercial Services Group Director and wider Commercial Services team in overall coordination, planning, and executive meeting preparation and follow-up. The post holder will oversee the steady running of day-to-day requirements for the Group Director, and delivery of wider Departmental needs. The role will focus on ensuring delivery of an effective and efficient administrative service to internal and external stakeholders.

The post holder will support the Governance, Planning and Compliance Manager in the provision of business services to the Commercial Services team and across GoJ as required.

### Job specific outcomes

- Support the Business Services function in managing the office environment and equipment for the Department; ensuring that all users have facilities allowing them to operate effectively, and that those facilities are functional at all times; helping to find solutions promptly and efficiently when technical or technological problems arise.
- Research, develop, promote and monitor initiatives to improve the efficiency and general administration and facilities of Commercial Services, including programmes/projects and changes to the use of the office environment.
- Organise and plan the workload of the Group Director; managing inbox, diary commitments and meetings, and including all travel and accommodation requirements, including the scheduling of formal complex meetings involving internal, external, local and national participants, ensuring deadlines are achieved and that the flow of work is appropriately prioritised to deliver against required targets and objectives.
- Coordinate arrangements for the administration of meetings between the Group Director, other Executive Directors and senior leaders to enable initiation/production of reports briefings, board papers and other relevant documentation.
- Act as principal liaison with external/internal providers and effectively manage personal relationships of the Group Director with all stakeholders (calls, correspondence, meetings,

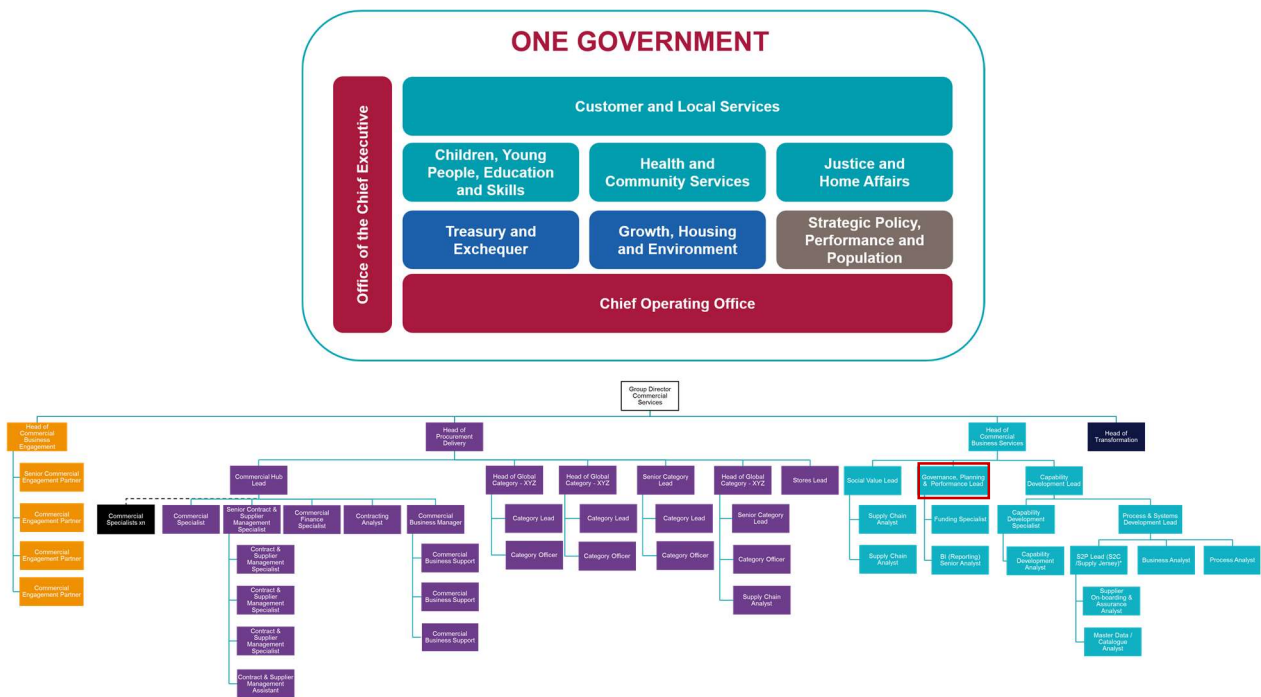
visitors etc.); demonstrating a high level of discretion and confidentiality while ensuring that responses to deadlines are met.

- Liaise with relevant Heads of/Group Directors in charge of agenda items to ensure timely delivery of content and preparation of decisions; and organise planning of senior leadership meetings including agreeing agenda items with the Group Director, expected decisions, milestones, events etc; and attend meetings upon request to capture key decisions and ensure timely dissemination of minutes/actions.
- Ensure the development, promotion and monitoring of initiatives to improve the efficiency and general administration of the Commercial Services Department and its key services, so that the Direct and Senior Leadership Teams are kept advised of prospective improvements to the department's administration and to ensure the department is quick to respond to any administrative challenges or opportunities which arise.

### 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.*

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	Educated to A-Level or equivalent or up to 2 years relevant experience	
<b>Knowledge</b>	<p>Excellent administrative and literacy skills with a high level of accuracy. Understanding of the principles of GDPR. Knowledge of Health and Safety legislation and policies.</p> <p>Understanding of records-management, data protection and freedom of information legislation.</p>	<p>Understanding of the Jersey political landscape (how things get done).</p> <p>Understanding of the Government Plan</p> <p>An appreciation of the Team Jersey and One Government vision.</p>
<b>Technical / Work-based Skills</b>	<p>Understanding of the role of good practice in document storage and retention. Understanding of what constitutes excellent customer service and how to deliver it in practice.</p> <p>Ability to work as part of a small team to drive strategic stakeholder engagement, effective communication, demonstrate creativity in problem solving.</p>	<p>Ability to deliver projects and services on time, to agreed objectives, and through applying project management skills to scope, manage, track and report projects.</p>
<b>General Skills/Attributes</b>	<p>Ability to manage and motivate staff.</p> <p>Proven ability to work on own initiative in a busy environment and to tight deadlines.</p> <p>Ability to build strong credible relationships with stakeholders based on trust and reliability.</p> <p>Excellent inter-personal skills, with the ability to communicate with senior members of staff and wider stakeholders to ensure that they will adhere to information management protocols.</p>	<p>Ability to be forward thinking and innovative whilst adopting a flexible and practical approach.</p>
<b>Experience</b>	Proven track record of office management processes, including document management and working at with senior stakeholders.	Previous experience of supervision or management.

## 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.