

Head of Business Services

Department: Chief Operating Office

Division: Commercial Services

Reports to: Commercial Services – Director

JE Reference: COO268

Grade: 15

JE Date: 2/12/2020

Job purpose

Professional and strategic lead for commercial business services across GoJ and external parties to deliver a high quality and timely Commercial Services. Building and leading an effective team that delivers high quality and enhanced outcomes to GoJ, whilst enabling effective cross-functional working across the organisation through enhanced and optimised internal processes

Developing and delivering the provision of business services to the Commercial Services team and across GoJ. With the aim of enhancing: commercial capability across GoJ; strategy, planning & performance; policy, process and system ownership, maintenance and continuous improvement; commercial and supply chain risk management and resilience; communications (incl. FOI requests) and portal management; reporting and analytics; commercial intelligence (e.g. research); knowledge management, and; people capability development (driving commerciality across the business)

Job specific outcomes

- Develops and implements the Business Services strategy through the analysis of data and the gathering of intelligence, bringing together supplier, supply chain and sector knowledge with GoJs requirements, actively working to identify and drive opportunities that deliver commercial benefit and insight across GoJ
- Owns and enhances the Commercial Services data strategy and Commercial Services digital strategy, assuring they align to the government's strategic priorities and supports GoJ to deliver against these priorities. Owns and directs any policies and standards associated with these strategies and ensures enhanced organisational practices
- Develops the commercial strategy, procedure and associated governance and controls for Commercial Services. Enabling the efficient and effective delivery of frontline Commercial Services business services to Jersey and drives increased value and improved outcomes whilst embedding robust commercial and supply chain risk management across GoJ
- Directs and oversees functional planning ensure early visibility of Commercial demand, resources are matched to requirements/projects and any bottlenecks in capacity are escalated and resolved in a timely manner. Directs and oversees Commercial Services performance

management, ensuring metrics are fit for purpose and align to the strategic direction of the service. Oversees and directs timely reporting within the service

- Establishes, directs and leads the team that will enable and deliver; market development/social value, supply chain management, governance, planning, performance management, funding management, insight (market trends, business performance, etc.), process & systems development, enhanced commercial capability and S2P management
- Oversees and directs the enhancement and build of on-island supply chain capability and resilience that delivers innovative solutions and economic and social value to the Island economy and residents. Working with the organisation and the team to identify vulnerable supply chains and develop plans to enhance their resilience and manage any associated supply chain risk
- Directing and overseeing the re-engineering of processes and ways of working across the organisation to drive efficiencies and enhance outcomes for the government, contributing to the attainment of GoJ Strategic Priorities, acting as a change agent to deliver a One Government approach
- Oversees the planning and allocation of work across the team on a cost to serve basis and ensures that the quality of the team's outputs meet the required standards. Enables and supports the delivery of commercial, procurement and supply chain management across the Commercial Services team and the departments. Ensuring projects are run in a compliant manner to deliver Value for Money from commercial and procurement activity whilst managing risk within GoJ risk appetite and ensuring compliance with GoJ processes, best practice and GoJ Regulations
- Ensures fit for purpose learning and development solutions are implemented across GoJ through the GoJ Commercial Academy that enables the organisation to meet its strategic objectives and increases commerciality across GoJ and, as required, its ALOs
- Leads, manages and coaches the Business Services team, supporting personal growth, knowledge development and enhancing the team's capability. Provides coaching and mentoring across the wider organisation, increasing awareness of commercial practices and the value Commercial Services adds to the Organisation
- Forms part of the Commercial Services Leadership Team with the Director Commercial Services and the Heads of within the Commercial Services team to improve the ways of working, policies, strategies and processes to deliver improved outcomes to the organisation

Statutory responsibilities

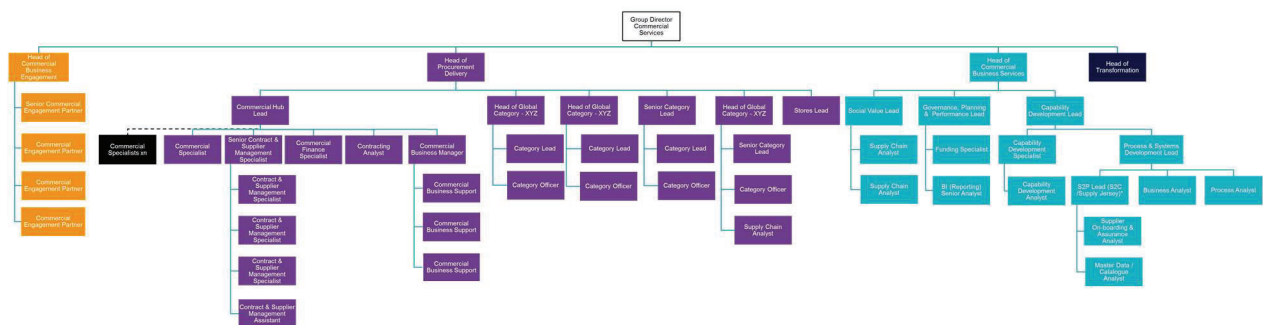
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Services (TIER 1,2 and 3 jobs only – DELETE if not applicable)

- *Source to pay processes, tools and systems development and operational delivery*
- *Data strategy (champion and stewardship of data)*
- *Functional planning and performance management*
- *Development and delivery of the funding framework and governance*

- Social Value and market development and delivery
- Commercial Capability development
- Supply chain development, risk management and resilience
- Master data management (including catalogues)
- Knowledge management
- Communication

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Relevant business degree Up to 5 years' equivalent experience MCIPS or CIPS qualified (or equivalent experience)	
Knowledge	Extensive knowledge and experience of business engagement and Board level stakeholder	Understanding of the Jersey political

	<p>management and influence to drive improved ways of working</p> <p>Excellent knowledge of best practice principles around how public funds are allocated, managed and monitored.</p> <p>Extensive knowledge of building commercial capability across large organisations; encompassing people, process, systems and data</p> <p>Extensive knowledge and ability to deliver complex strategic projects and services on time to agreed objectives and performance criteria through applying project management skills to scope, manage, track and report projects</p> <p>Extensive knowledge of managing and driving usage and adoption of S2P processes, systems and data</p>	<p>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>
<p>Technical / Work-based Skills</p>	<p>Excellent ability to bring together a deep knowledge of the broader business context and understanding of the business priorities and objectives with market and supplier insights to increase value to GoJ across the end to end supply chain</p> <p>Demonstrable ability to draw on a range of consulting skills to drive strategic stakeholder engagement, effective communication, demonstrate creativity in problem solving, develop and deliver compelling solutions and manage the people side of change</p> <p>Excellent ability to drive knowledge sharing and continuous improvement across large, complex organisations undergoing significant change</p> <p>Excellent analytical reasoning and data analysis to support insight led decision making. With the ability to interpret and present information to positively influence decision makers across the organisation. Able to coach others within the team to enhance their analytical reasoning skills</p> <p>Capability to develop and deliver the Commercial Services digital strategy, the digitalisation of the services and enablement of the wider commercial capability across GoJ</p>	
<p>General Skills/Attributes</p>	<p>Demonstrable leadership skills, with the presence to be a role model for other team members, influence positive outcomes, coach others and have the confidence to challenge</p>	

	<p>Capability to build strong credible relationships with senior stakeholders and ministers based on trust, reliability; able to constructively challenge senior GoJ stakeholders, stakeholders and suppliers</p> <p>Demonstrates excellent capability and capacity for critical thinking and ability to apply this insight in a practical and engaging manner</p> <p>Strong track record of managing and coaching large team(s) to enhance commerciality and grow talent</p>	
<p>Experience</p>	<p>Significant demonstrable experience of leading and growing teams providing business services to a wide range of stakeholders within large, complex organisations (preferably within a commissioning environment) undergoing large-scale change. Achieving positive outcomes that contribute to the organisation's strategic objectives</p> <p>Extensive experience of designing and adopting progressive procurement practices that enable and enhance community wealth</p> <p>Significant demonstrable experience of influencing and maximising value from complex internal and external commercial relationships in complex businesses that are undergoing significant change programmes. Meeting organisational needs and maximising value throughout the commercial lifecycle</p> <p>Strong track record of seeking out and inviting ideas and intelligence from external sources; encouraging cross-industry partnerships that drive value and innovation</p> <p>Significant demonstrable experience of developing commercial digital strategies that add value to the organisation and enhance ways of working</p> <p>Demonstrable experience of driving development, continuous improvement and adoption of value adding commercial services</p> <p>Significant experience of building supply chain capability and resilience in an environment of small unsophisticated suppliers</p>	