Head of Intelligent Client Function (ICF)

Department: Chief Operating Office / Intelligent Client Function

Division: ITS Programme

Reports to: Programme Director, Integrated Technology Solution (ITS)

JE Reference: COO275

Grade: CS15

Job purpose

The Head of ICF is responsible for establishing and leading the first government wide Intelligent Client Function that will support the successful implementation of the ITS programme which is the largest Technology and Change programme that the Government of Jersey has undertaken in decades and will have a fundamental impact on services provided . It will impact each of our employees, our 6,000 suppliers and ultimately every citizen that interacts with government.

Reporting to the ITS Programme Director, the Head of ICF will play a pivotal role in the success of the programme being the 'glue' between world class providers and technology and all areas of government. They will be responsible for managing the ICF team ensuring the delivery of major change initiatives or programmes to defined best practice methodologies and interactions with multiple stakeholders, notably Government Ministers, external vendors and staff of all seniorities within the GoJ.

Job specific outcomes

- Support the Programme Director(s) with the delivery of a corporate programme(s) of technical projects to achieve a set of business outcomes and objectives for a complex technical environment.
- Lead the ICF function as a part of strategic programmes delivering major change across multiple departments improving the efficiency, quality and service provision to improve delivery of Digital Services for the Government of Jersey, its suppliers and citizens.
- Manage the interdependency between the ITS programme, its delivery partner and all areas of Government of Jersey ensuring the programme is resourced to deliver the programme and change is enabled across the impacted Jersey departments.
- Develop an on-going programme of incremental improvements and innovations to maximise the business benefits of improved infrastructure across Government of Jersey departments.
- Manage expectations for the delivery of a major initiative or programme and escalating issues on deadlines as early as possible to executive leadership level across government and supplier stakeholders to enable appropriate corrective action to be taken.

- Ensure project metrics and performance are reported on as per agreed project management methods within the organisation to ensure consistency in delivery across the Government of Jersey.
- Develop frameworks for Programme Management to ensure best practice standards are achieved while establishing the professional reputation and capability of the programme management team are achieved.
- Provide programme management and supporting ICF SME expertise, working collaboratively across all Government department to deliver transformational change programmes resourced between 100- 400 FTEs per month at programme peak.
- Accountable for multi-millionpound budgets, business case benefits tracking and realisation ensuring the programme remains affordable and mitigates significant reputational risk to GoJ.
- Leadership of the ICF, with line and task management responsibility, which is resourced across suppliers and GoJ central functions in a complex matrix structure ensuring the programme is sufficient resourced and change delivery is managed across all impacted departments.
- Ensure ITS programme governance aligns with GoJ policies and governance while challenging and influencing the existing policies to adapt to the new operating model and ways of working.

Statutory responsibilities

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

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly support someone who is standing for election or playing a public part in any political manner.

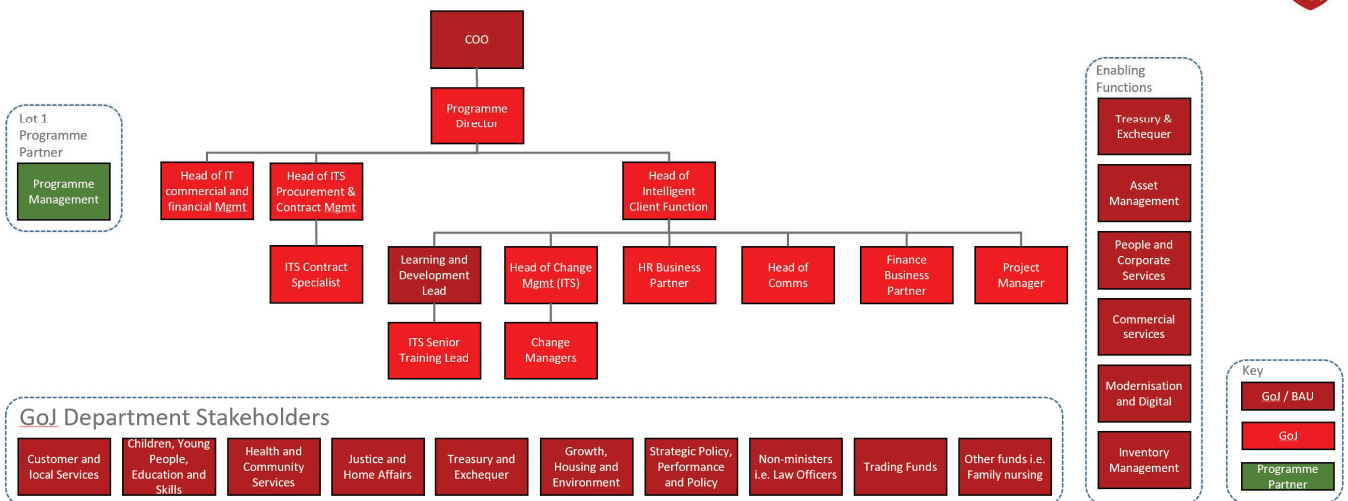## Services (TIER 1,2 and 3 jobs only – DELETE if not applicable)

As the lead of the Intelligent Client function, the Head of ICF is responsible for providing the following service to the ITS programme:

- Human Capital Management: Definition of strategic workforce planning, processes and supporting policies enabling the business change
- Learning and Development: Developing and leading a competency management process defining the future needs of GoJ
- Stakeholder communications across internal and external channels
- Financial management, decision making, business case tracking and benefits realisation
- Programme management quality assurance
- Business Change Management: Business change strategy definition and delivery

![Government of JERSEY]

Organisational structure

ONE GOVERNMENT

Office of the Chief Executive

Customer and Local Services

Children, Young People, Education and Skills

Health and Community Services

Justice and Home Affairs

Treasury and Exchequer

Growth, Housing and Environment

Strategic Policy, Performance and Population

Chief Operating Office

ICF Organogram

COO

Programme Director

Lot 1 Programme Partner — Programme Management

Head of IT commercial and financial Mgmt

Head of ITS Procurement & Contract Mgmt

Head of Intelligent Client Function

ITS Contract Specialist

Learning and Development Lead

Head of Change Mgmt (ITS)

HR Business Partner

Head of Comms

Finance Business Partner

Project Manager

ITS Senior Training Lead

Change Managers

Enabling Functions

Treasury & Exchequer

Asset Management

People and Corporate Services

Commercial services

Modernisation and Digital

Inventory Management

Key

GoJ / BAU

GoJ

Programme Partner

GoJ Department Stakeholders

Customer and local Services | Children, Young People, Education and Skills | Health and Community Services | Justice and Home Affairs | Treasury and Exchequer | Growth, Housing and Environment | Strategic Policy, Performance and Policy | Non-ministers i.e. Law Officers | Trading Funds | Other funds i.e. Family nursing

Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications *Please state the level of education and professional qualifications and / or specific occupational training required.*	Educated to degree in a subject with a high degree of analytical or numerical content, or demonstrate such a level of equivalent Qualifications and experience (Masters' level) Holds a recognised Programme or project management qualification (e.g. MSP, PRINCE2, AGILE, Lean, etc.)	Evidence of continuing professional development
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).*	Knowledge of programme management methods and tools, selecting appropriately from plan-driven/predictive Approaches or more Adaptive (iterative and agile) approaches. Experience of large scale ERP transformation Programmes including organisation wide business change. Evidence of delivering Programmes in a multi supplier environment	
Technical / Work-based Skills *This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.*	Skilled in control procedure and ensures that the project/programme deliverables are completed within agreed cost, timescale, and resource budgets, and are signed off Advanced working knowledge and proficiency in all Microsoft Office packages (e.g. word processing, spreadsheets, e-mail and internet use)	

General Skills/Attributes *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.*	Excellent interpersonal skills Ability to build and manage effective stakeholder relationships Negotiate with partners for the supply of products and services, ensuring they are fit for purpose, conform to applicable standards, represent value for money and contractually meets organisational needs	
Experience *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).*	*Programme Management experience within a complex, multi-faceted organisation.* *Organisational and change management experience in a programme/project delivery environment.* *Ability to deal with incident response situations*	

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 3 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.