

## Head of Corporate Services

**Department:** Chief Operating Office

**Section:** People and Corporate Services

**Reports to:** Group Director People and Corporate Services

**Responsible for:** Leading Corporate Services

**JE Ref:** COO554

**Grade:** CS15                      **JE Date:** 20/04/2020

### Job purpose

Lead and manage a range of support and statutory services; employee health and safety, business administration, soft site facilities, business services improvement and business continuity that facilitates departments of the Government of Jersey to deliver their strategic objectives.

### 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 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 & specific role positioning



### Budgetary Responsibility

The Head of Corporate Services has shared responsibility for a budget of £11m. The role

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has direct responsibility for £x of this for the Corporate Services team.

The Head of Corporate Services has line management responsibility for three Business Partners, five Consultants, one Adviser and two Assistants.

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### Job specific outcomes

1. Design, establish and lead business continuity activities across the organisation in a consistent method, ensuring outcomes and activities are aligned to the organisation's strategic objectives.
2. Develop, implement, maintain and promote an organisation wide employee Health & Safety programme that promotes good practice and educates colleagues in ways to safeguard them in the workplace.
3. Responsible for the operational deployment of all soft facilities and business administration roles to support all departments' needs, providing an agile, practical, sustainable and cost-effective service.
4. Establish and manage a business administration service for the organisation, to operate on a hub and spoke model. Develop standards, policies and procedures and a way of working that brings together a common approach, whilst building a career path for the administration teams across the organisation.
5. Responsible for the administration and maintenance of the organisation wide data systems and IT platforms that fall within the remit of the role. Conduct periodic reviews of the operational suitability and effectiveness of these, identifying and recommending improvements to senior leadership, highlighting the costs and benefits of any improvements and how they will improve service to customers.
6. Responsible for developing and executing operational business plans with departments to ensure their successful delivery of the Government of Jersey strategy in line with time scales and budgets.
7. Responsible for providing reports on the initiatives and their effectiveness to the executive management team and the chief executive on a regular basis.
8. Develop and implement a Health and Safety and Wellbeing strategy, policies and procedures that are relevant and applicable to all colleagues within the organisation.
9. Being the government's lead in delivering business services improvements across government, using LEAN and other methodologies.

- Business Continuity
- Business Services Improvement
- Health & Safety and Wellbeing
- Soft Facilities Management
- Business Administration support

## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to degree level or equivalent professional experience</p> <p>CIM level 7 qualification or equivalent professional experience</p>	
<p><b>Knowledge</b> <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>Knowledge of business continuity activities, risk management methods and techniques, legal frameworks for business operation, complaints procedures and root cause analysis, and Health &amp; Safety law and best practice</p>	<p>An operational knowledge of implementing and maintaining programmes across an organisation would be desirable</p>
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Experience of using and performing business continuity methods and activities</p> <p>Experience in the operation of risk management and compliance frameworks</p> <p>IT literate with an advanced knowledge of Microsoft Office applications, including Word, Excel, PowerPoint and Outlook</p> <p>Full driving licence required as expected to work across various locations</p>	<p>Experience of conducting audits and investigations</p>

<p><b>General Skills/Attributes</b> <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></p>	<p>Ability to present effectively, both verbally and in writing</p> <p>High level interpersonal skills, with the ability to interpret complex information</p> <p>A pragmatic approach with the ability to develop innovative solutions to complex issues</p> <p>A strong team player who can lead and motivate a team</p> <p>Ability to see the bigger picture, contributing towards departmental and organisational objectives</p>	
<p><b>Experience</b> <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>Demonstrable experience in building strong relationships at all levels and across multiple disciplines both internally and externally</p> <p>Proven experience of leading and managing multiple functions and work streams</p> <p>Experience in creating and implementing business solutions across a broad organisation</p> <p>Experience of building trusted, effective and dynamic relationship between the function and senior leaders and politicians</p> <p>Experience of contributing to the strategic and operational decision making</p> <p>Leadership experience including, performance management, professional advice and development, coaching and act as an escalation point</p>	<p>Experience of operating in the public sector</p>

## Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 3 core accountabilities attributes and behaviour indicators.