

Business Support Officer

Department: CYPES – Children’s Social Care

Division: Residential & Short Breaks services

Reports to: Head of Operations

JE Reference: CYP1059

Grade: CS08 **JE Date:** 9/2/2022

Job purpose

As a regulated service, this post holder will be responsible for the coordination and maintenance of records, plans and service information regarding all children’s homes under the remit of Children’s Social Care, helping service managers and regulators during inspection visits.

Responsible for supporting service leads in maintaining operational governance and control frameworks, including Risk Management, Information Management and Business Continuity planning.

Supports the service leads and residential managers in the preparation and coordination of independent inspection visits to all homes in the service, ensuring inspection readiness. Maintaining records and data to enable the effective and monitoring of performance and improvement.

Job specific outcomes

- Perform relevant support and administrative duties in the preparation and coordination of regulated services by the independent regulator: The Jersey Care Commission. At times required to be the point of contact.
- Support the service with implementation of improvement plans, activities and recommendations, collating information to inform key decisions.
- 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 the Business Support Manager, to ensure the service is safe and compliant with Government business continuity standards.
- Preparation, development and record keeping of the function(s) and homes improvement plans alongside the service leads and Head of Operations.
- 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 department managers.

- 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) monitoring response to and highlighting any trends and emerging issues, supporting a continuous improvement and learning environment.
- Assist the Business Support Manager with reporting and co-ordination of the function's risk, internal control, Health & Safety and compliance matters, ensuring that risk and issue registers are kept up to date and that mitigating actions are monitored for completion, supporting the escalation of risks to service leads and the Head of Operations, in line with the Governments Risk Management Framework, supporting the Government of Jersey exposure to risk and realisation of opportunities.
- Administer the functions executive budgets, including managing purchase orders and supplier invoices for change initiatives to be led by the function, reviewing transactions to ensure they are accurate and support the preparation of month end reports, in accordance with the Government of Jersey's Financial Directions.
- Co-ordinating external parties and internal resources to ensure projects are delivered to the agreed timescales.
- Supports the identification of any changes required to existing administrative policies and working practices in order to maximise the benefit of these new Projects
- Support departmental teams and external parties to introduce changes to their working practices in order to take full advantage of the new solutions

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

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <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 in a subject with a high degree of analytical or numerical content, or demonstrates such a level of equivalent experience</p>	<p>Holds or is working towards a recognised project management qualification (e.g. PRINCE2, AGILE, Lean, etc).</p>
<p>Knowledge <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>Sound knowledge of governance risk and compliance to support note taking</p> <p>Knowledge of business engagement, stakeholder management, influence and coordination across organisations</p> <p>Knowledge of managing projects with high levels of organisational change</p> <p>Knowledge of risk identification and management within large, strategic change programmes that impact organisations at all levels</p>	<p>Good understanding of Social Care systems, specifically Residential and Short Breaks services</p> <p>Understanding of the Jersey political landscape</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 <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Excellent IT skills as will be required to produce and develop accurate and well-presented written and electronic reports, records and documents</p> <p>Ability to bring together and articulate the broader business context and understanding of the strategic business priorities and objectives</p> <p>Ability to monitor and manage performance against contracts, KPIs and SLAs</p> <p>Ability to draw on a range of consulting skills to drive strategic stakeholder engagement, effective communication and demonstrate creativity in problem solving</p> <p>Skilled in control procedures and ensuring project deliverables are completed within the terms of an agreement</p> <p>Ability to identify and manage risks within projects</p>	<p>Familiarity in any of the following areas would be advantageous: health and safety, complaints, financial management, data protection;</p>

<p>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></p>	<p>Attention to detail to deliver high-quality products</p> <p>Must be able to write clear and concise reports, and work accurately with figures</p> <p>Sound interpersonal and communication skills to actively communicate across the organisation</p> <p>Demonstrable business and network engagement skills</p> <p>Demonstrates good organisational skills whilst working under pressure and coordinating stakeholders with competing priorities</p> <p>Demonstrable capability to troubleshoot and collaboratively resolve problems that occur</p>	
<p>Experience</p>	<p>Experience of working in a similar role with experience of regulated activity, reporting, record management, performance, risk, contract and health and safety management</p>	

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 5 core accountabilities attributes and behaviour indicators.