

CYPES Business Support Officer: Office of the Director General

Department: Children Young People Education and Skills (CYPES)

Division: Office of the Director General

Reports to: Service Manager – Business Support and Administration

JE Ref: CYP1096

Grade: CS09 **JE Date:** 29/09/2022

Job purpose

Working directly to Director General and the Associate Director for Innovation, Transformation and Business Support, to support the business management services and business improvement activities across the Office of the Director General, in order to maximise organisational efficiency and the effectiveness of our services and operation across CYPES.

Deliver specific initiatives and improvements and ensure all administrative and reporting processes are managed and delivered in accordance with legislative, policy and operational requirements. This will include the delivery of a range of administrative and business operations to the Director General, the Associate Director for Innovation, Transformation and Business Support and the Associate Director of Engagement and Participation and their teams. This will include the contribution to Ministerial, Senior Officer and external stakeholder queries, supporting and delivering project and change initiatives and supporting the efficient delivery of central functions for CYPES.

Job specific responsibilities

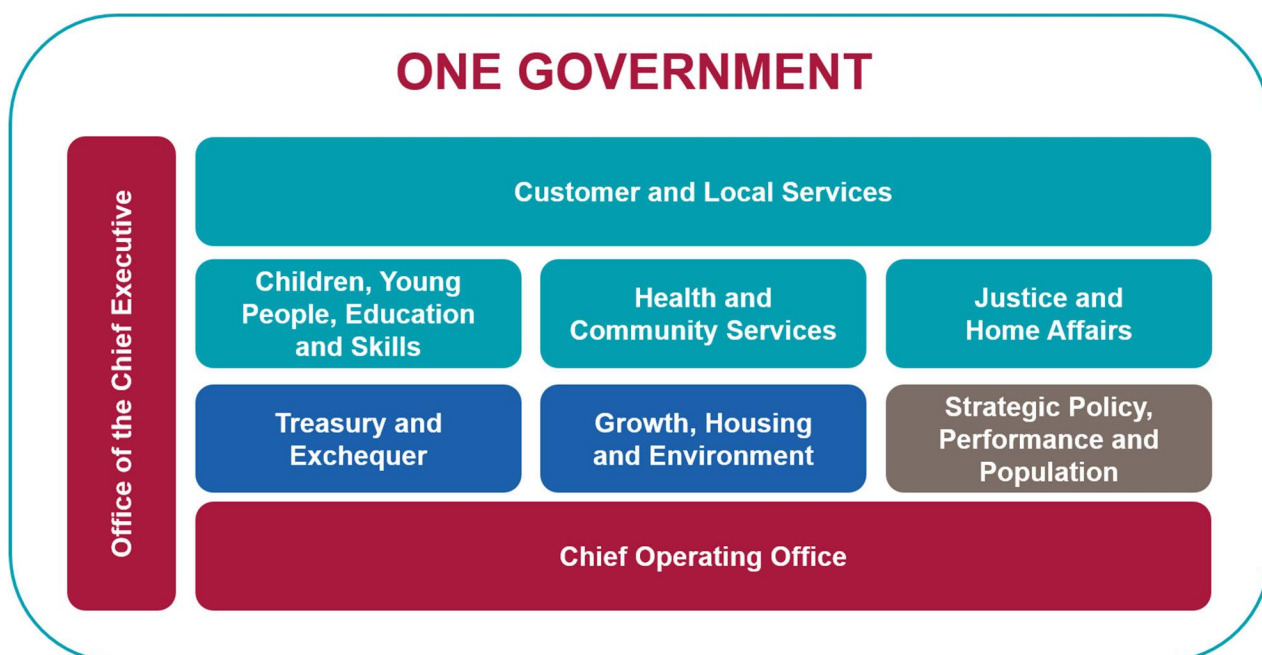
1. To lead and manage the processes required to support the core business function, both internal and external, of the Office of the Director General. This includes close liaison with the administration and business support functions across CYPES, including the operational and customer service functions of CYPES under the Service Manager Business Support and Administration.
2. To advise the CYPES Leadership Team (SLT) as required, on overall business arrangements, and co-ordinate and provide support in terms of researching, collating and analysing information. This will include the organisation and management of all elements of SLT meetings.
3. To ensure the Office of the Director General is effective in managing its finances, following financial regulations, compliance and risk policies to fulfil the legal and advisory regulations and guidance set out by the Government of Jersey.
4. To manage all processes which support the smooth running of the Office of the Director General, including providing support arrangements for the Director General, the Associate Director for Innovation, Transformation and Business Support and the Associate Director of Engagement and Participation. This will also include liaison with the Ministerial Support Unit, the Group Directors for Education and Integrated Services and Commissioning (and their support teams), and communications with GoJ and external partners.
5. To co-ordinate internal resources to ensure business operations are successfully and efficiently delivered.
 - a. To manage the running of all SLT Meetings and SLT business, and the relationships with

- the respective SLT's in Education and Integrated Services and Commissioning.
- b. To support the CYPES SLT (including subcommittees) in providing relevant financial and administrative reports on a regular basis.
 - c. To advise the Director General, the Group Directors, Associate Directors and Heads of Service to ensure effective and efficient provision and utilisation of resources in the long-term development of CYPES Services
6. To provide internal communication content and support and to provide liaison with the CYPES communications team and central Press Office in responding to external CYPES-related media enquiries.
 7. To support wider business administration functions in CYPES within the wider Director General's teams, for example providing support as required to the Service Manager Business Support and Administration. To develop strong working relationships with the business and administrative functions within the Education Directorate (including with schools), and the Commissioning and Integrated Services Directorates of CYPES (including Children's Social Care).
 8. To provide project and change support on relevant projects as agreed.
 9. Perform other duties commensurate with the grading of the post, as required.
 10. Establish and maintain good working relationships with a wide range of stakeholders and third parties.

Statutory responsibilities

There are no specific statutory responsibilities directly associated with this role. However, the postholder may be expected to manage projects which enable the successful fulfilment of statutory duties.

Organisational structure



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

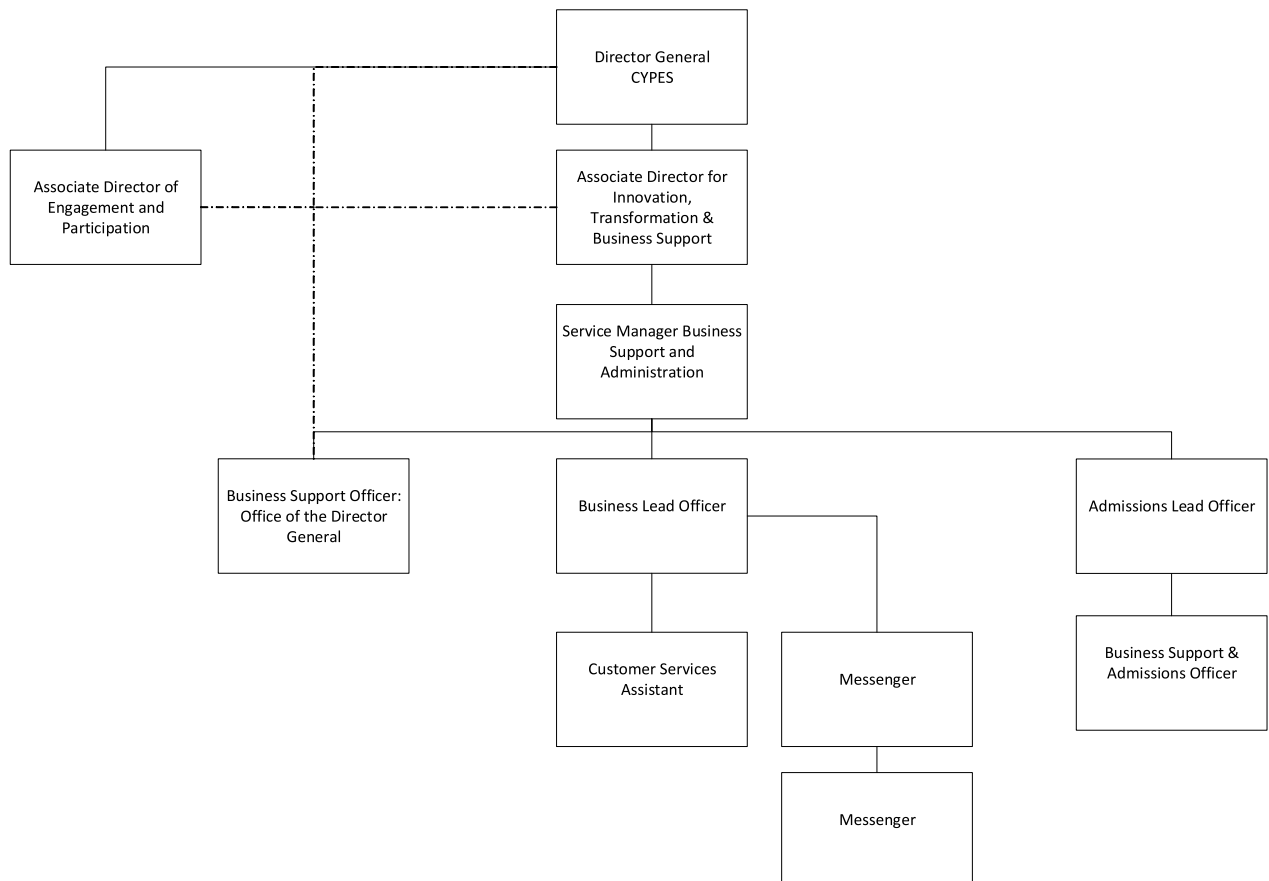
ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications <i>Please state the level of education and professional qualifications and/or specific occupational training required.</i>	<p>The post holder must be educated with a high proficiency in oracy, literacy and numeracy to degree level or equivalent.</p> <p>Experience of working successfully with senior teams is also a requirement.</p>	<p>A professional qualification in business administration, project or change management is desirable.</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>The post holder must have an excellent working knowledge of business operations and administration. This includes experience of managing a team of administrative professionals and detailed knowledge of systems and business improvement.</p>	<p>Knowledge and/or experience of Government of Jersey and CYPES Departmental structure and priorities</p>
Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i>	<p>Excellent analytical and writing skills are essential.</p> <p>The post holder will need to demonstrate strong analytical, writing and communication skills. The ability to translate complex ideas into simple understandable concepts is key.</p> <p>The post holder must have organisational and political awareness, with the ability to provide analysis and recommendations on policy issues to the Director General and Senior Leadership Team.</p> <p>A breadth of outlook and political sensitivity are necessary to establish effective working relationships at all levels and across the CYPES' Directorates and across Departments.</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>Must have strong inter-personal skills, be able to command the respect of the Directors, headteachers and other senior officers and have authority to develop new initiatives, working in complex operational and service areas.</p> <p>The post holder must be able to rapidly assimilate information, be adaptable to new situations and able to challenge accepted practice.</p> <p>The post holder must have excellent interpersonal skills and be comfortable working alongside senior management members. The post holder must also be competent at developing positive working relationships with staff at all levels.</p>	
<p>Experience <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>Experience of working successfully with senior teams is also a requirement.</p>	<p>A professional qualification is desirable.</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 5 core accountabilities attributes and behaviour indicators.

Organisation chart



Personal Attributes

Delete as appropriate:

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 4 core accountabilities attributes and behaviour indicators.