

## Head of Governance and Digital

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**Department:** Children, Young People, Education and Skills (CYPES)

**Division:** Chief Officer Directorate

**Reports to:** Associate Director for Innovation, Transformation & Business Support

**JE Ref:** CYP1194

**Grade:** CS14

**JE Date:** 02/01/2024

### Job purpose

The Head of Governance and Digital within CYPES will play a crucial role overseeing both the governance function and leading digital initiatives within the organisation. This leadership position will require a strategic and innovative approach to ensure compliance, drive digital transformation, and enhance our services to better serve children, young people and their families.

### Job specific outcomes

#### Governance

Lead the departmental processes for Freedom of Information and Subject Access Requests, breaches and information data complaints ensuring that trends and emerging issues are identified, the resulting changes to practice or service delivery are developed and implemented and the Senior Leadership Team, Ministerial Team and Scrutiny Panels are briefed as relevant.

Act as the Department's overarching Public Records Officer. Responsible for the creation, ongoing development, implementation, and management of a comprehensive wide records management program to ensure common standards across all CYPES Directorates.

Provide professional and technical advice to the CYPES Senior Leadership Team, the Ministerial Team, Executive Leadership Team, Head Teachers, and CYPES Senior Managers, other departments and partners, including legal compliance, governance arrangements and service improvements; leading the appraisal of plans, policies or projects proposed by departmental teams and Arm's Length Functions. This will improve productivity, service delivery and outcomes for Islanders.

Lead and manage Governance operation teams, with clear objectives to deliver the agreed benefit and outcomes for CYPES.

Lead the department's Quality Assurance and Governance functions, which will include risk management, planning of CYPES resilience including business continuity and critical incident management, health, safety and wellbeing, information security and records management, ensuring visible, robust leadership and compliance with all corporate governance requirements, thereby mitigating the risk of a breach and/or legal action.

Oversee the development, review, and implementation of governance policies, ensuring alignment with industry minimum standards and best practices.

Develop and implement a comprehensive governance strategy aligned with the organisation's vision, values, and objectives for children, young people, education, and skills, Ministerial and department plans.

## Digital

Develop and execute a comprehensive digital roadmap, encompassing all aspects of the CYPES operations and services.

To provide strategic leadership and direction in the implementation, monitoring, and refinement of the Digital Education Strategy (DES) as aligned with the CYPES broader goals and to ensure a coherent approach across the workstreams. As the CYPES Lead Officer, to be cognisant of and to contribute to the development of other relevant Government of Jersey and Arms Lengths Bodies digital strategies (for example the Digital Economy Strategy), by ensuring parity or consistency with the DES.

Collaborate with key stakeholders, including the CYPES Senior Leadership Team, IT and educators to integrate digital initiatives effectively and improve quality of service and learning outcomes for children and young people.

Continuously monitor and analyse emerging digital trends, market developments, and technological advancements in order to assess the potential impact of new digital technologies on CYPES operations, services, and user experiences.

Liaise closely and collaboratively with the IT and security teams, Head Teachers and CYPES services lead to ensure robust cybersecurity measures and regulatory compliance in digital initiatives to foster a secure and compliant digital environment, empowering CYPES to embrace digital innovation with confidence while safeguarding its children, reputation and stakeholders' trust.

To lead the central Education IT procurement arrangements and digital compliance and governance resources. To manage, track and report financial, delivery, and support performance of Technology operations and services to deliver to time, cost and quality.

Drive the Digital Skills and Competencies programs, fostering digital literacy, innovation, and leadership within the school ecosystem.

## 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 jobholder 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

### Government Departments



## 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>A relevant degree and a professional qualification or higher degree e.g. in business, governance or education</p> <p>A recognised leadership qualification.</p>	<p>Project Management e.g. Agile</p> <p>Records Management qualification.</p> <p>Post Graduate Certificate in Occupational Health and Safety and Risk Management.</p> <p>Qualified H&amp;S auditor, with NEBOSH certification (or equivalent)</p> <p>GDPR Practitioner qualification</p>
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Knowledge of all aspects of corporate governance including risk management, business continuity, information security, health &amp; safety, wellbeing.</p> <p>Contractual and commercial arrangements, and of performance management mechanisms for partners and suppliers.</p> <p>Understanding of operational business management.</p> <p>Strategy and planning processes and methodologies.</p> <p>Corporate change and governance projects across government and the role of departments. Ability to effectively contribute from a position of significant knowledge and experience.</p> <p>Proven ability to utilise advanced knowledge, experience and judgement to analyse and interpret highly complex and multifaceted problems and to generate practical solutions. Knowledge of cultural change and</p>	<p>Understanding of government information security processes.</p> <p>Knowledge of behavioural influences.</p> <p>Understanding of organisational effectiveness and business excellence, in both private and public sector.</p>

	<p>mechanisms for stakeholder engagement and co-production; understanding of the importance of partnership working.</p> <p>Demonstrable knowledge and understanding of the challenges that face Jersey for the future alongside the understanding of government information security processes.</p> <p>Understanding of organisational effectiveness and business excellence, in policy and governance requirements across the public, private and voluntary sectors.</p> <p>Detailed understanding of the strategic, legislative and political frameworks and ability to operate at the highest level within them.</p> <p>Knowledge of relevant Jersey Law, including legislative frameworks governing financial and information management, human resources and employment.</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>A strong personal presence, effectiveness and credibility with a diverse range of stakeholders.</p> <p>Ability to challenge and negotiate with stakeholders to implement and adhere to legal and policy requirements and to improve performance; willing to lead challenging conversations where necessary.</p> <p>Understanding of risk assessments and action planning.</p> <p>Demonstrable experience of working in a senior role in a sensitive political environment and evidence of the ability to challenge and negotiate with a wide range of stakeholders, and to convey an argument</p>	

	<p>persuasively and with confidence.</p> <p>Highly developed business and reasoning skills, with evidence of working at pace in a complex multi-stakeholder environment to design and implement governance, operational and improvement programmes.</p> <p>A practical and pragmatic approach to problem solving. Ability to communicate multi-strand, technical/legal, complex, sensitive and contentious information.</p> <p>Organised; able to deal with multiple competing priorities and a high workload.</p> <p>Robust programme management, including risk identification, mitigation and reporting.</p> <p>Financial acumen, with effective budget management.</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>Highly resilient, maintaining effectiveness under significant pressure.</p> <p>Ability to work independently and autonomously.</p> <p>Motivate employees while guiding them through difficult change and delivering on objectives.</p> <p>Proven, demonstrated experience in leading business, performance and change management.</p> <p>Excellent presentation and communication skills to communicate complex, sensitive or contentious information e.g. to Council of Ministers.</p> <p>Excellent writing skills; ability to create documents, communications materials and supporting government</p>	

	<p>publications which explain complex issues clearly and simply.</p> <p>Political awareness and the ability to make challenging decisions under pressure.</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>Experience of devising and implementing robust corporate governance systems.</p> <p>Engaging with stakeholders at all levels, including Ministers.</p> <p>Representing executive level colleagues, and successfully contributing to projects which impact across government services.</p> <p>Representing the views of senior managers to ensure that organisational policy, political, and communications priorities are fully understood by internal stakeholders.</p> <p>Experience of process design, management, measuring outcomes and performance indicators.</p> <p>Experience of successfully leading the development of delivery plans to meet strategic priorities.</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 States of Jersey tier 4 core accountabilities attributes and behaviour indicators.