

Chief Officer – Employment, Social Security and Housing

Department: Employment, Social Security and Housing

Reports to: Chief Executive Officer

JE Ref: ESSH1000

JE Date: 17/12/24

Grade: T1

Job purpose

Support the Chief Executive, Chief Minister and Council of Ministers in the design and delivery of a strategic vision and plan for the Island that secures the best possible long-term outcomes for the Island and its residents.

Embed an integrated operating model that delivers a demand lead person centred approach to delivering public services to islanders and businesses, enabling the organisation to achieve its medium to long term policy priorities.

Work collaboratively with colleagues on all strategic matters in relation to organisational performance and delivery of the transformation strategy; encouraging a learning organisational culture focused upon improvement and high performance.

Job specific outcomes

Continually review the strategy that integrates all the government's customer, operational and local services, to ensure both internal and external customers are at the heart of our government structure. Lead on the continual development and change of the strategy to ensure that the customer experience is a positive one.

Responsible for obtaining customer feedback, dealing with customer complaints working the Directors within the Customer and Local Services Department to develop island-wide consultation initiatives to drive customer insight and intelligence to inform effective decision making.

Ensure that the digital strategy enables Islanders to interact with Government, at a time of their choosing and on a device of their choice.

Lead on the administration of the States of Jersey's Social Security provision including social and employment schemes.

Lead on the development and delivery of a range of activities that deliver a culture change in how services and activities are provided within Jersey to ensure they are delivered through a collaborative partnership approach at more accessible locations across the island.

Lead and continuously support the reshaping of the public perception of the department by increasing transparency, and delivering tangible, visible results to rebuild trust and demonstrate the department's commitment to serving the community effectively and responsibly.

To work in collaboration with all GOJ departments, with the overall aim to build stronger partnerships between government, Parishes, and the voluntary and community sectors to ensure the most effective service development and delivery for the people that need it.

Oversee the proper administration of the States of Jersey Social Security provision including social and employment schemes.

Lead on the evaluation and further development on customer forums, customer insight and intelligence, to drive effective decision making and efficient delivery of the State's strategic objective.

Lead on the development and implementation of local services, building relationships and engaging with the parish communities, neighbourhoods and stakeholder engagement through Community Clusters, and having oversight of the implementation of the Disability Strategy.

Lead the review, design, and integration of customer transactional services to ensure a seamless customer experience

Lead the development of skills and capabilities across the organisation to underpin excellent customer services.

Lead on the Transform Programme in order to modernise services and systems to improve the customer journey.

Statutory responsibilities

- As the senior States' employee in a Ministerial department, holds legal accountabilities under the States of Jersey Law 2005, Public Finances (Jersey) Law 2005 and the Employment of States of Jersey Employees (Jersey) Law 2005.
- An Accounting Officer of a States funded body who is personally accountable for the proper financial management of the resources of the body in accordance with the Public Finances (Jersey) Law.
- Specific responsibilities under Social Security legislation, Income Support legislation, Control of Housing and Work (Jersey) Law.
- 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.

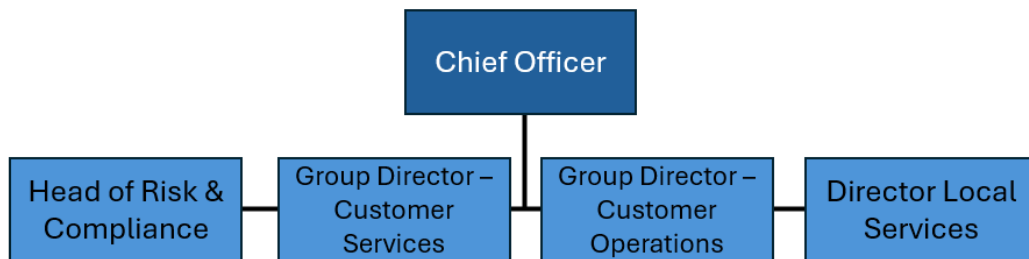
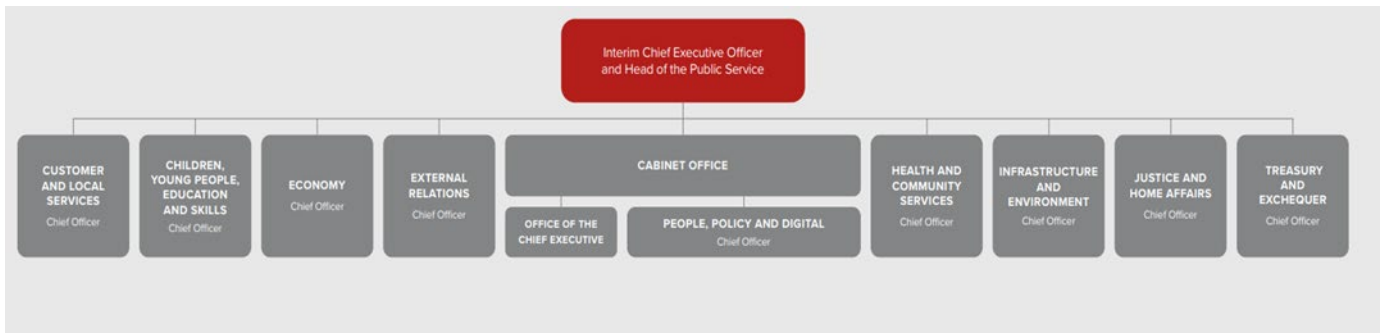
Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)

Customer Services (Registration Cards, Housing Control, Business Licensing and Support, Customer Experience, Change and Projects, Learning and Development).

Customer Operations (Income Support, Pensions and pensioner benefits, Long Term Care, Health and Parental benefits, Back to Work, Contributions, Student Finance).

Local Services (Disability and Inclusion, Community, Charity and Parish liaison, Crematorium).

Organisational structure



Core leadership accountabilities

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| Ministerial relationships | Provide guidance and support to Ministers, translating their political visions and priorities into coherent initiatives that will deliver their intended outcomes |
| Finance and performance | Be responsible for significant delegated budget and resources ensuring that they are allocated effectively for the delivery of intended outcomes in a manner which demonstrates values for money and compliance with relevant policies and guidelines |
| Corporate parent | Be responsible for providing the best possible care and safeguarding of children and vulnerable adults in the Island, by creating collaborative, efficient, and joined up public services where children and vulnerable adults can flourish in a healthy, safe educational and social environment. |
| Customers and Islanders | Ensure that there is a clear and consistent focus across the organisation and its partners on delivering inclusive and an outstanding customer service experience to all customer and Islanders |
| People management | Provide strong and inspirational leadership, promoting a culture of high performance, continuous improvement, innovation. Be responsible for optimising workforce capability, ensuring fair and transparent approaches talent management and resourcing decisions that promotes diversity and inclusive. Develop workforce plans that ensure the capability and capacity required to meet current and future business requirements |

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| Jersey Standard | To be responsible for creating the Jersey Standard. A performance and service excellence framework for the Government of Jersey |
| Partnership | Develop effective internal and external partnerships and collaborative working to achieve the strategic vision of One island, one community, one government, one future. Act as a positive ambassador for the Island and the Government of Jersey. |
| Governance, compliance and organisational reputation | Provide assurance that strategic decisions are being made in accordance with governance arrangements, relevant legislation with particular reference to Jersey Laws, statutory requirements and policy and operate within an acceptable level of risk. Lead by example and behave in accordance with the code of conduct, carrying out duties within profession good practice and legal standards. |

Executive traits and behaviours

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| Make the right impact | Inspires others, is visible, adaptive, authentic and engenders trust |
| See things through | Demonstrates courage, takes responsibility, is resilient and tenacious |
| Move at pace | Learns quickly, is curious, agile and innovative |
| Makes things happen | Thinks strategically, acts tactically, creates social value through commercial approach |

Creating conditions for success

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| Builds powerful relationships | Achieves through influence not control, promotes teamwork and partnership |
| Builds and sustains effective alliances | Forges dynamic alliances with others to provide world class services |
| Creates capability | Successfully leads team, realises potential, creating a learning environment where talent thrives |
| Creates a successful team Jersey culture | Works corporately to create cohesion, breaks down silos and achieves through common goals |
| Generates ambition | Sets the highest performance and ethical standards, hold people to account |
| Delivers transformation | Articulates a clear vision, wins hearts and minds and takes balanced risks |

Person Specification

Specific to the role

- Senior leadership experience and a demonstrable track record of developing and delivering an excellent customer experience.
- Extensive knowledge of social security legislation.
- Significant understanding of the political and economic pressures facing the island and the potential strategies necessary to develop a robust and future proof provision of customer services to the Islanders of Jersey.
- Developed specialist knowledge and experience of area(s) of responsibility; digital development to enhance delivery and change to the current culture of delivery
- Experience of understanding, analysing and synthesising complex legislative and regulatory issues.
- Comprehensive knowledge and understanding of strategic and operational approaches to stakeholder engagement and intelligence gathering to inform strategy, ensure collective understanding and buy in to change.
- Proven experience of successfully leading organisational change to achieve digital change in customer facing and support functions within a complex multi-disciplinary organisation.
- Understanding of the management and governance of statutory functions and responsibilities.
- An excellent track record of strategic thinking and analytical ability, with experience translating multiple and complex inputs into clear direction and strategy.
- Senior leadership experience and a demonstrable track record of developing and delivering excellent stakeholder engagement.
- Comprehensive knowledge and understanding of strategic and operational approaches to stakeholder engagement and intelligence gathering to inform strategy, ensure collective understanding and buy in to change.
- Budget/Transactions of financial transactions of c£990million per annum.
- Department Budget of c£29million per annum with a headcount of 300 employees.

Generic to senior leaders

Demonstrate significant experience of working in a senior role in a political environment and evidence of the ability to challenge and negotiate with a wide range of stakeholders.

Demonstrate knowledge and understanding of the challenges that the Government of Jersey faces, matched with an understanding of the policy and governance requirements for the department accountabilities within the role.

Demonstrate a proactive, credible and authoritative voice on behalf of the Island with evidence of successful lobbying of senior government figures and counterparts, and other influential stakeholders.

Ability to build and develop strategic relationships, influencing and negotiating with a wide range of stakeholders and partners to achieve outcomes.

Demonstrable track record of leading, motivating and managing teams to achieve high-performing and significant sustainable service improvements and outstanding results, within agreed budgets to meet agreed targets and strategic objectives, within an organisation of a comparable scope and complexity.

Experience of developing and sustaining a culture that meets the needs of and engages with customers and staff within an inclusive, open and high-performing environment.

Demonstrable evidence of applying creative and business-like approaches to managing demand for services to deliver cost - effective and efficient outcomes.

Demonstrate the capability and capacity for critical thinking and ability to apply this insight in a practical and engaging manner.

Qualified to degree level or equivalent qualification or relevant experience.