

Head of Regulatory Improvement and Licencing

Department: Infrastructure, Housing and Environment

Division: Regulation

Reports to: Group Director of Regulation

JE Reference: GHE1042.1

Grade: CS14

JE Date: 9/3/2022

Job purpose

Delivering changes to regulatory processes, rules and legislation, and managing the processing function of licencing, applications and permits within the Regulation Directorate to ensure an efficient delivery of regulatory services for the benefit of Islanders' safety and wellbeing.

Job specific outcomes

Lead on modernisation programmes to improve service delivery across all regulatory services within the Directorate, working with the Office of the Director General, by introducing new electronic processes and solutions for optimised compliance monitoring and customer engaging processes, to ensure more efficient regulatory processes and an improved customer experience.

Lead on research programmes into regulatory best practice, coordinating process reviews and legislative reviews across all departmental regulatory activities in partnership with the other Heads of Regulation functions, with the aim of streamlining and optimising processes to support the achievement of efficiencies across services and improved customer processes.

Lead and coordinate the processing function of all applications, licences, permits and listings within the Regulation Directorate. Providing direction to the licencing team and ensuring an effective and efficient technical support service to colleagues and customers, delivering to agreed standards.

Track developments and trends across all regulatory services and the synergies with other services within the department and also across Government functions, including Natural Environment, Operations and Transport, all Government Operational Services and Public Health to ensure that the regulatory frameworks are developed to facilitate change initiatives and altered to keep pace with development requirements in those areas to support the delivery of Government priorities.

Oversee the process of implementing changes to legislation and guidelines related to the local regulation framework, giving law drafting instructions and liaising with Law Officers in terms of the legislative change process, to provide strategic direction and operational application of business actions across the Regulations Group and create the framework for improved service delivery.

Drive cross working and synergy improvements across regulatory services to ensure consistent regulation and compliance activities across the Group, so as to support the delivery of effective and efficient regulatory services across the group.

Lead on performance reporting and management information across the Regulation functions, so that the work of the group can be reported both publicly and corporately, and service improvements are based on appropriate performance information.

Drive the design and delivery of regulatory standards and performance improvements, so that a culture of continuous improvement is delivered in order to simplify and optimise processes, both for regulators and for the customer.

Provide expert advice to Senior Management and politicians on regulatory improvement matters, to support decision making processes for the development of Government strategic aims.

Lead on digital modernisation initiatives across all Regulation functions, liaising with the Modernisation and Digital services in relation to changes to information systems, to ensure corporate resources are secured and implemented, to support regulatory improvement within the group.

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 Government 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)

- Regulatory Improvement

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>Level 7 qualification in a relevant specialism, e.g. Surveying, Town and Country Planning, Environmental Health, Law or equivalent.</p> <p>Post graduate management qualification or equivalent.</p> <p>Chartered membership status in a relevant professional body or equivalent (e.g. Royal Institution of Chartered Surveyors, Royal Town Planning Institute, Chartered Institute of Environmental Health etc.).</p>	<p>Lean / Six Sigma accredited.</p> <p>PRINCE 2 Project Management.</p>
Knowledge	<p>In-depth knowledge of regulatory processes and the regulatory environment.</p> <p>Knowledge of legislative change and digital delivery.</p> <p>Breadth of knowledge across the economy, environment and the community in balancing public protection and commercial practice.</p> <p>Detailed knowledge of local, UK and EU legislation, directives, regulations and international agreements with a comprehensive understanding of how they impact local legislation, policy frameworks and practices.</p> <p>Ongoing Continuing Professional Development to remain up-to-date with the latest methodologies and industry research and best practice.</p> <p>Knowledge of managing a budget and business planning processes.</p> <p>Knowledge of the Government of Jersey or a comparable organisation and its strategy and functions.</p>	<p>Knowledge of:</p> <p>The activity and processes of Government including interaction between politicians and officials.</p> <p>Management reporting as it relates to this role.</p> <p>The Growth, Housing and Environment priorities, key objectives, risks and issues relevant to the department division and the role.</p>
Technical / Work-based Skills	<p>Business planning skills.</p> <p>Computer literate with ability to operate the Microsoft Office package.</p>	<p>Driving licence (Group B)</p>

<p>General Skills/Attributes</p>	<p>Ability to be forward thinking and to track future trends and developments.</p> <p>Customer and change orientated.</p> <p>Agile working skills.</p> <p>Strong relationship building skills.</p> <p>Good planning and organising skills so as to generate medium and long-term strategic plans for the relevant areas of responsibility.</p> <p>Ability to lead, motivate and manage teams to facilitate achievement of high delivery and performance and manage poor behaviour.</p> <p>Excellent verbal and written communication skills.</p> <p>Ability to produce written materials (e.g. letters, reports, discussion papers, proposals) to a high level for presentation to a variety of audiences, including the States Employment Board and Government of Jersey Ministers.</p> <p>Ability to communicate confidently and effectively in media interviews when required. Ability to communicate effectively to senior stakeholders, including politicians and Senior Management and deliver key messages at a suitable level.</p> <p>Ability to influence and persuade a wide range of stakeholders in and outside the department.</p>	
<p>Experience</p>	<p>Proven experience of change management in the regulatory arena.</p> <p>Proven management experience, including management of senior teams, obtained by a combination of professional experience and more formal management training.</p> <p>Experience in delivery against large budgets.</p>	

	<p>Experience setting and deploying strategy at departmental / divisional level.</p> <p>A proven track record of achieving objectives on time.</p> <p>Experience of best practice within the area/s overseen as part of the remit of the role to make recommendations for change.</p> <p>Experience working alongside senior stakeholders within the public sector or a similar context.</p>	
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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 Government of Jersey tier 1 to 3 core accountabilities, attributes and behaviour indicators.

Organisation chart

