

Technical Records, Business Management Systems and MI Manager

Department: Growth, Housing and Environment

Division: Office of the Director General

Reports to: Senior Manager

JE Ref: GHE1105

Grade: CS10

JE Date: 07/09/2020

Job purpose

Leading the management of data and / or information records held by the section, in both physical and electronic format, organising the provision of detailed statistical information on business performance data, service maintenance information and managing information records in compliance with the relevant statutory, procedural and policy guidelines to support optimal service and business performance improvements and ensure the Directorate and / or Group of Directorates across the Department as relevant to the role, remain compliant with statutory obligations at all times.

The roles will typically be responsible for the compliance, confidentiality and security of large and complex information management databases, in respect of which, failure to comply with statutory obligations would pose a significant cost and reputational risk to the Government.

Job specific outcomes

Devise, direct and implement the information management strategies of the Directorate or relevant section, including creating, implementing and developing systems to monitor the ongoing performance of policies, procedures and services ensuring compliance with relevant legislation and identifying trends to inform business decisions and / or improve business activity.

Lead on setting strategy and procedure related to information management, advising Senior Management and other internal and external stakeholders on relevant policy and legal issues to support effective deployment of strategy at a directorial and departmental level.

Coordinate the management of business systems and databases as relevant to the Directorate or the section, ensuring their integrity and efficient operation, addressing and resolving any operational system problems and malfunctions throughout their lifecycle, to ensure efficiency and continuity of business.

Evaluate, analyse and define requirements to improve existing systems, databases and procedures and provide costed recommendations to ensure that management information and technical records systems remain contemporary and able to support business delivery in line with the latest technological solutions and best value principles; be responsible for implementation of such improvements in line with corporate information standards and supporting continuous optimisation of business processes that are reliant on data and record management.

Determine reporting requirements for the business and use specialist software packages to provide routine statistical reports related to business assets, operational delivery, monitoring programmes, business performance and efficiency of processes and projects, conducting and coordinating detailed analysis and data interpretation and identifying trends and areas of risk to facilitate strategic business delivery and business improvement decisions for the Directorate and the Department as a whole.

Provide strategic planning to manage the development, collection and manipulation of key operational, technical and / or service performance information ranging from mandatory compliance certification, Health and Safety information, SLA's, asset data, GIS data, environmental monitoring and management data and/or overall business performance across the Department as applicable to the role, monitoring KPI's and providing intelligent information to facilitate efficient management of critical operational and asset management services and environmental monitoring programmes, supporting effective delivery of critical services to Islanders.

Manage a detailed, time critical and accurate search of technical records and MI, offering advice and information to the legal profession, other internal stakeholders as relevant to the activities of the directorate and the public, ensuring the provision of a professional service in compliance with statutory obligations.

Statutory responsibilities

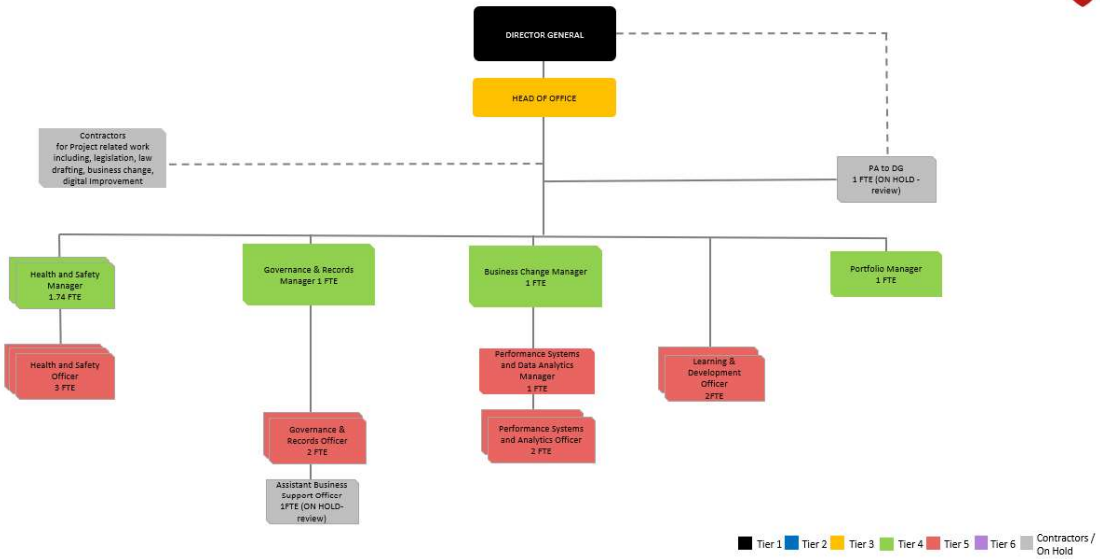
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Services

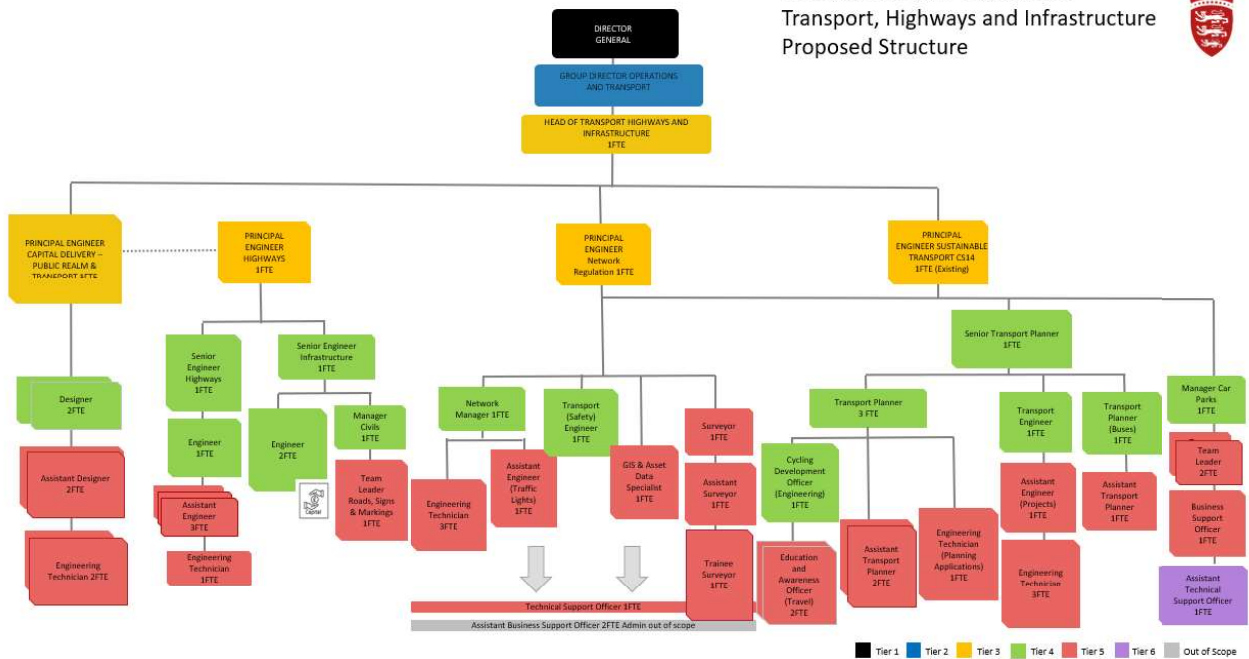
The role refers to the following specialisms:

- Performance Systems and Data Analytics Manager (Office of the Director General)
- GIS and Asset Data Specialist (Operations and Transport – Transport Network Regulation)
- Manager - Technical Records (Operations and Transport - Solid Waste)

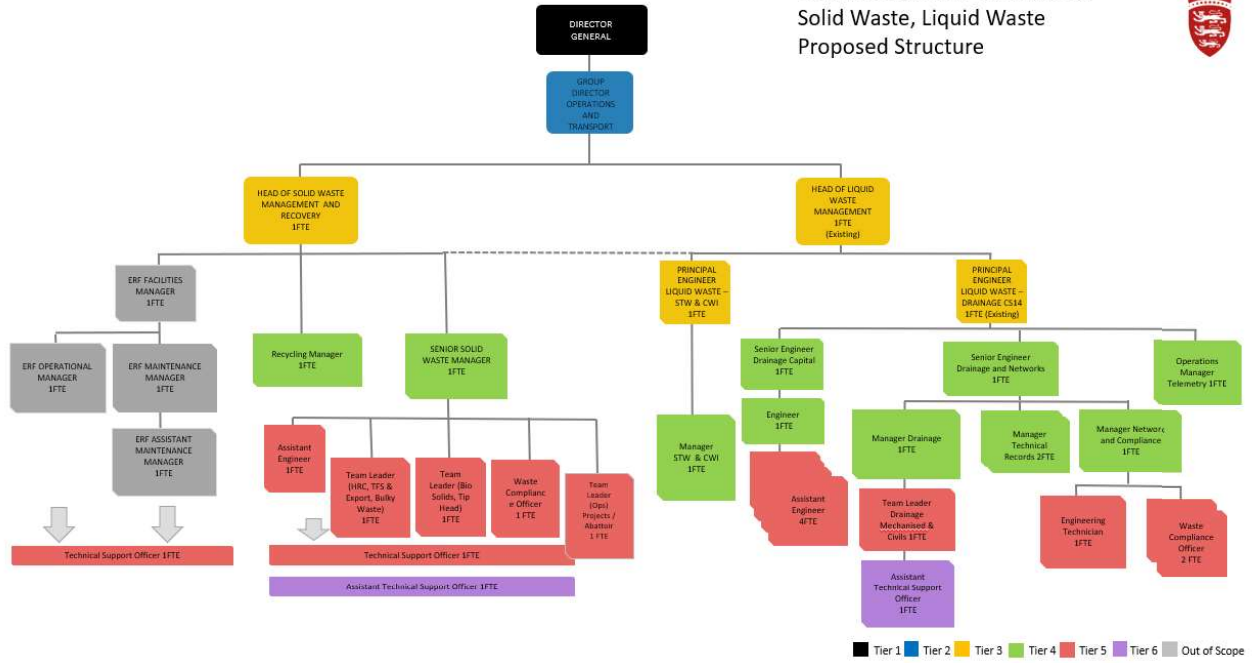
Organisation chart



OPERATIONS AND TRANSPORT
Transport, Highways and Infrastructure
Proposed Structure



OPERATIONS AND TRANSPORT
Solid Waste, Liquid Waste
Proposed 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>Degree level qualification or equivalent gained by substantial practical experience in a relevant specialism (e.g. Business Management, Information Management, Project Management, Engineering etc.)</p> <p>Postgraduate qualification in Records Management, Information Management or equivalent</p>	<p>Health & Safety certificate (e.g. IOSH)</p> <p>Project management qualification or equivalent</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>Knowledge of:</p> <p>The latest theory and practices, processes, systems and technologies as related to their industry, including ongoing Continuing Professional Development</p> <p>Knowledge and understanding of legislation and policy as it relates to management information and records in the public sector as relevant to the area of business</p> <p>Knowledge of performance management and performance metrics</p>	<p>Knowledge of:</p> <p>The activity and processes of Government</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>
<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>Computer literate with ability to operate the Microsoft Office package</p> <p>Ability to use technical business applications designed to capture, store,</p>	<p>Driving licence (Group B)</p>

	<p>manipulate and analyse technical data as relevant to the specific service and industry</p> <p>Ability to extract, collate and interpret statistical data</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>Problem solving, negotiation and influencing skills</p> <p>Confident decision-maker</p> <p>Ability to develop innovative approaches to service delivery</p> <p>Strong relationship building skills</p> <p>Ability to present effectively, both verbally and in writing</p> <p>Ability to produce written materials (e.g. letters, reports, discussion papers, proposals) to a high level for presentation</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:</p> <p>Records management, ideally in a similar context to the area of the job (i.e. Waste Management, Natural Environment, Property, Performance Management)</p> <p>Business planning, risk assessment and performance 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 Government of Jersey tier 4 core accountabilities attributes and behaviour indicators.

Organisational structure

