

Head of Non-Clinical Support Services

Department: Health and Community Services

Division: Health Modernisation

Reports to: Health Modernisation Director

JE Ref: HCS562

Grade: CS15

JE Date: 20/04/2020

Job purpose

The Head of Non-Clinical Support Services is responsible for providing both strategic and operational leadership to this service group ensure that services are high quality, clinically sound and delivered cost effectively.

Lead and oversee the development and implementation of programmes and services, particularly systems, to ensure that operational are viewed as credible, reliable and high performing.

Job specific outcomes

1. Introduce new and innovative strategies and ways of working to maximise the organisational efficiency of services offered.
2. Regularly brief the Chief Executive, Chief Minister and Council of Ministers, providing the data and analysis required to make informed priority, policy and resource allocation decisions, to manage performance against Government Plans and to hold internal and external providers to account. This will result in an improvement of the government's impact on the delivery of Health and Community services.
3. Lead Non Clinical Support services to deliver the strategic and operational plan in line with the One Health & Community Services strategy, which is a key part of the One Government Vision.
4. Implement the service strategy for each service under the post holder's remit to support departmental and Government of Jersey objectives and values with specific responsibility for leading the services' core objectives and business plan.
5. Lead the annual financial planning for the group, producing a detailed and co-ordinated business plan in order to meet financial and operational targets.
6. Accountable for strong operational and specialist leadership of non-clinical support services to ensure that services are working to recognised standards and that specialist duties are discharged effectively. This will include compliance to Health and Safety legislation across the Department of Health & Community.
7. Implements exceptional governance throughout care group, ensuring high quality and cost effective service provision that is safe. Ensures that systems, processes and information

flows are in place to maintain oversight of risks and issues, establishing metrics and evaluation that is valid and fit for purpose.

8. Accountable for the monitoring and review of services performance standards against agreed objectives in order to identify where intervention is required and propose adjustments to service delivery as necessary.
9. Leads in the production of cost-efficiency programmes for non-clinical support services in order to balance effective service delivery with the evolving demands and needs of the health and care system.
10. Accountable to provide specialist advice in relation to non-clinical support services on matters of operational and specialist nature to effectively represent department at key leadership forums in Jersey and elsewhere, including the UK Department of Health, NHS Trusts and provider organisations in the UK.

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.

Services

- *Responsible for all services included as part of the Non-Clinical Support Services cross-cutting group.*

Organisational 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>A relevant degree or the equivalent of experience e.g. within Public Service Policy or Management, architecture</p> <p>Master level Management/Leadership qualification or equivalent professional experience.</p>	<p>Project/Programme Management</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 in the management of Estates and Facilities within a large organisation.</p> <p>Knowledge of risk management and assessment of cause, impact and mitigation</p> <p>Knowledge of commissioning/procurement of services</p> <p>Knowledge of performance management / development of metrics</p> <p>A strong understanding of corporate governance frameworks.</p> <p>In-depth experience of managing operational health and care services</p> <p>Understanding the needs and challenges of working with a wide range of stakeholders.</p> <p>Understanding of the strategic, legislative and political frameworks of the</p>	<p>Jersey health and care context</p>

	States of Jersey and ability to operate at the highest level within them	
<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>A strong personal presence, effectiveness and credibility with a diverse range of stakeholders.</p> <p>Highly developed business and reasoning skills. Outstanding analytical skills, with advanced knowledge, experience and judgement to analyse and interpret highly complex / multifaceted problems and situations</p> <p>Report writing / business case drafting</p> <p>Budget management and financial planning</p> <p>Exceptionally organised; able to deal with multiple competing priorities and a high workload.</p> <p>Legislative understanding of Health & Safety Law.</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>Ability to present effectively, both verbally and in writing</p> <p>Highly resilient, maintaining effectiveness under significant pressure.</p> <p>A strong personal presence, effectiveness and credibility with a diverse range of stakeholders.</p> <p>A pragmatic approach with the ability to develop</p>	

	<p>innovative approaches to change and service delivery.</p> <p>Problem solver / confident decision-maker</p> <p>Ability to operate strategically, leading the development and implementation of departmental strategies and organisational objectives</p> <p>Confident decision maker with the ability to work autonomously</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>Significant operational experience running a large number of complex health and community services and managing operational service delivery.</p> <p>Experience of developing and managing budgets of at least</p> <p>Experience in managing workforces in excess of 400 staff.</p> <p>Demonstrable experience of negotiation and influencing skills</p> <p>Leading the development and delivery of strategy</p> <p>Project/programme/change management experience</p> <p>Experience of building and maintaining stakeholder relationships with a focus on delivery</p>	

	<p>Experience of promoting a culture where digital systems are used to support business improvement</p> <p>Experience working with politicians and proven political acumen to ensure the progression of service plans, strategies and outcomes.</p> <p>Performance management of senior staff, services and contracted services</p> <p>Experience of representing Director General-level colleagues, successfully contributing to projects which impact across government services</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 States of Jersey tier 1 to 3 core accountabilities, attributes and behaviour indicators.