

Head of Operational Improvement

Department: Infrastructure & Environment

Division: Operations & Transport

Reports to: Group Director of Operations & Transport

JE Ref: IE1142

Grade: CS14

JE Date: 13/04/2023

Job purpose

Operations & Transport deliver some £30m / annum of essential capital improvements to essential infrastructure, mainly centred around Transport, Highways, Waste, Parks and Sport. The role will lead the management and delivery of operational process improvements, commercial strategy, risk management and supplier liaison within Operations & Transport to provide an enabling function to streamline the delivery of capital projects.

Job specific outcomes

Devise and develop processes and procedures to improve the delivery of capital and revenue projects within Operations & Transport, with particular focus on the timeline between concept and delivery.

Lead the development of relationships with other Government stakeholder departments and functions as well as supply chain resource to better articulate and present the requirements of Operations & Transport with the aim of facilitating efficient project delivery outcomes.

Lead the management of the Operations & Transport Risk Portfolio, ensuring that robust methods and procedures are in place to identify and mitigate risk to the Government of Jersey and protect the quality of essential service provision.

Work closely with the Head of Capital Compliance to provide visibility to senior stakeholders of a comprehensive pipeline of work within Operations and Transport. To include current projects and planned future projects, considering both internal and external resource requirements and constraints, as well as funding and finance considerations that impact the ability to deliver the planned work.

Lead the development and implementation of key operational strategies across the directorate for sourcing and management of third-party resource. Take the lead in developing, establishment and implementation of appropriate sourcing solutions.

Lead on long-term planning for operational improvements in the delivery of projects and strategies to improve delivery efficiency in respect of time, cost and quality.

Lead the development of supplier relationship management and implementing strong contract management processes within both operational teams and at a senior strategic level.

Identify and deliver cross-directorate operational standards and efficiencies within Operations & Transport to ensure consistent delivery of projects and services to high corporate standards.

Provide strategic sourcing and commercial guidance and advice across Operations & Transport to enhance and improve operational outcomes.

Statutory responsibilities

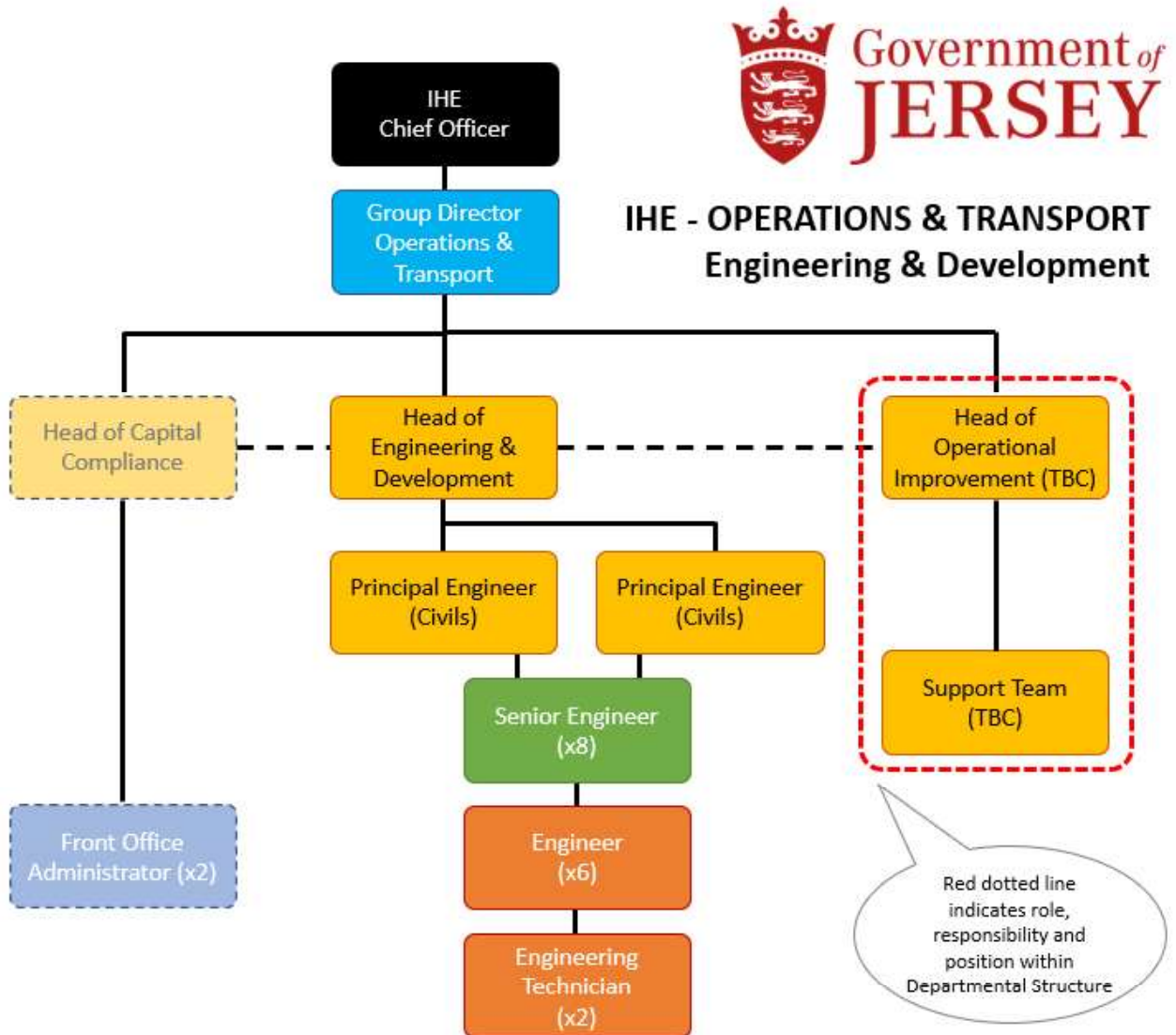
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

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)

- *Capital Governance*
-

Organisation chart



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Level 6 Qualification in relevant specialism or substantial demonstrable equivalent gained through experience in a commercial and construction environment.</p>	<p>Post-Graduate Chartered Procurement professional qualification (MCIPS)</p> <p>Membership of Chartered Management Institute.</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>In-depth proven knowledge of capital, infrastructure and waste management project delivery processes within Government from inception to end of life.</p> <p>The post requires business leadership of multi discipline commodities with the ability to engage, advise and influence a wide variety of stakeholders in the management of Government business and compliance with Public Finances Law.</p> <p>Detailed knowledge and understanding of all aspects of procurement, negotiation, contract administration and development of supplier relationships.</p>	<p>Seasoned professional with proven track record within an infrastructure & construction environment.</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>Infrastructure & Environment departmental priorities, key objectives, risks and issues relevant to the department division and the role.</p> <p>Knowledge of Government risk management processes and procedures.</p>

	At least 5 years procurement management experience in Engineering Infrastructure & construction environment.	
<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>Advanced negotiation skills</p> <p>Computer literate with ability to operate the Microsoft Office package.</p>	Driving licence (Group B)
<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 be forward thinking and to track future developments.</p> <p>Customer and change orientated.</p> <p>Strong relationship building skills.</p> <p>Good planning and organising skills to generate medium and long-term strategic plans for the relevant areas of responsibility.</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>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>Proven experience of change management in the operational arena.</p> <p>Experience setting and deploying strategy at departmental / divisional level.</p> <p>A proven track record of achieving objectives on</p>	

	<p>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>	
<p>Criteria relating to Safeguarding</p> <p><i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>Not applicable for this role</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 3 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.