

Office and Technical Support Manager - Property

Department: Infrastructure, Housing and Environment

Section: Property and Capital projects

Reports to: Head of Estates and Property Maintenance

JE Ref: IE1148

Grade: CS10

JE Date: 14/06/2023

Job purpose

Providing professional and comprehensive technical support services to the business, initiating, managing and reviewing work processes and systems to enable the business functions of the section to be carried out efficiently and effectively

Lead a structured central administration team, managing and coordinating all internal and external administration processes in support of the core business functions of Jersey Property Holdings. and developing processes and services in consultation with Heads of Service to meet the needs of the department and to ensure its compliance with statutory obligations.

This is an essential role that is key to managing workflow to ensure the team provides an effective, efficient, and professional service to both internal and external stakeholders.

Job specific outcomes

1. Overarching responsibility for the administration support service within IHE Property including Technical Support and Assistant Technical Support officers on the delivery of a highly effective and proactive administration service to IHE Property and its stakeholders ensuring that objectives are set and that staff receive the necessary support and training to provide the high level service needed to support our work.
2. Ownership of the quality and consistency of the service provided by the administrative support services team, including researching, developing, promoting and monitoring initiatives to ensure the service is maintained at a highly-professional and efficient level (including IT projects, changes to the use of the office environment, and the provision and purchase of equipment).
3. Overarching responsibility for the delivery by the administrative support services team of a front-line, first level customer service to the public and department's external customers, ensuring that enquiries, queries, comments and complaints are dealt with effectively by the team or escalated to departmental line managers and the Senior Leadership Team, as appropriate.
4. Engagement with the Senior Leadership team and departmental line managers in order to streamline and improve processes continually and to plan administrative activities so that they

are aligned to the department's needs; adopting a partnership approach to facilitate and maintain effective communication in order that a high quality level of service is provided to ensure business continuity and effectiveness.

5. Undertake a defined programme of specific project management activities and tasks, including budget monitoring, risk management, monitoring timing and achievement of performance measures, arranging reviews and audits and ensuring all relevant documentation is in place, in order to support the successful running of the section's day-to-day activities and specific project delivery.
6. Management of arrangements for the administration of meetings held by the Senior Leadership team, and meetings and including ministerial and committee panels, ensuring that all required services function effectively (such as audio and webcasting facilities); and acting as principal liaison with external providers of these services.
7. Responsibility for ensuring that the department's administrative processes are compliant with corporate and departmental policies; including Data Protection.
8. Responsibility for reviewing, developing and maintaining health and safety standards and documentation in the department to ensure that all staff within IHE Property are aware of, and work in accordance with, relevant legislation, policy and good practice.
9. Deal with HR and payroll administration matters related to day-to-day staff management for the section on behalf of the manager, collating timesheets, calculating and recording annual leave, sick leave and sickness pay entitlement, recording and monitoring staff training data and ensuring all recruitment procedures are followed and relevant documentation is recorded, thus ensuring that all HR policies and any associated statutory requirements are adhered to and managers and staff are provided with necessary guidance.
10. Prepare reports by collating, manipulating, analysing information related to complex operational / business performance and output data as relevant to the section, reporting anomalies, preparing statistics, demonstrate compliance with relevant legislation and analysing data to identify trends and potential issues before they become operational problems.
11. Undertake research as relevant to the improvement of business activities, practices and procedures of the section, making recommendations and assisting the technical professionals within the team in the delivery of such improvements, to support the provision of first class services to customers.

Statutory responsibilities

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

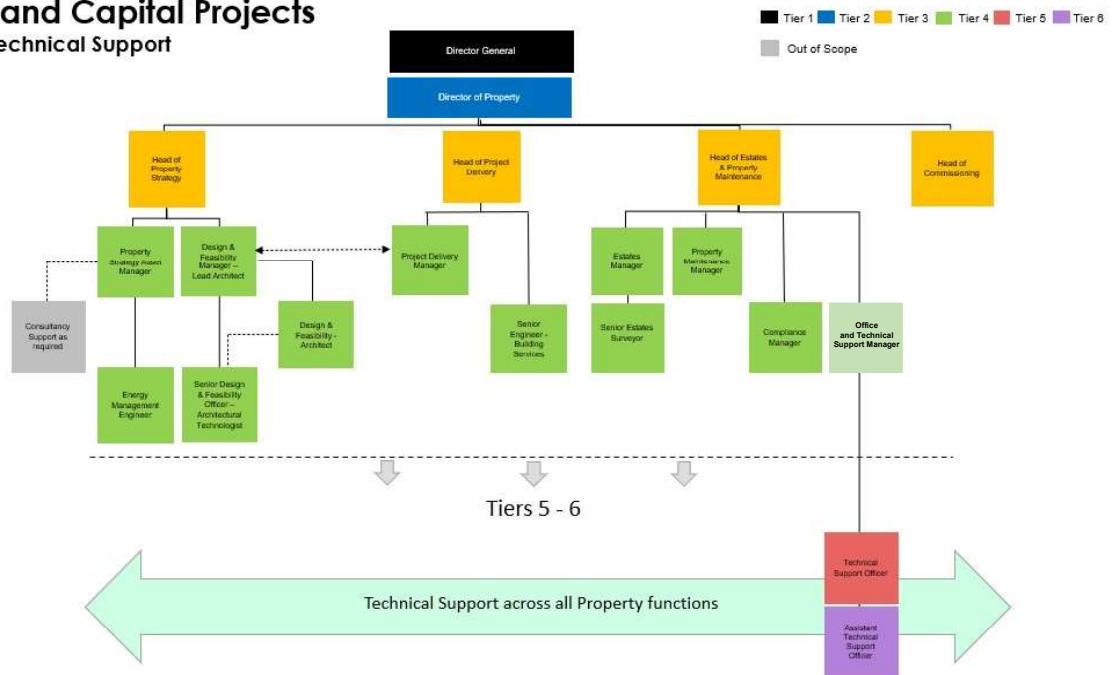
Organisational Structure

Government Departments



Organisational Chart

Property and Capital Projects Tiers 3 – 4 & Technical Support



Person Specification

Specific to the role

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

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications Please state the level of education and professional qualifications and / or specific occupational training required.</p>	<p>Professional qualification in HNC/HND in administration or equivalent experience in a technical or business administration related specialism</p>	<p>Level 3 Management qualification</p> <p>Data Protection qualification</p> <p>IOSH qualification in Health and Safety</p>
<p>Knowledge 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).</p>	<p>Significant professional experience as a manager</p> <p>Excellent administrative and literacy skills with a high level of accuracy.</p> <p>Technical procurement</p> <p>Microsoft Office Suite</p> <p>Legislation as it relates to the activities of the section, including Health and Safety legislation.</p> <p>Business performance metrics</p>	<p>Good understanding of records-management and data protection legislation</p> <p>Knowledge and experience of Government of Jersey procedures.</p>
	<p>Understanding of the principles of GDPR.</p> <p>Knowledge of Health and Safety legislation and policies.</p>	

<p>Technical / Work-based Skills This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</p>	<p>Knowledge of Microsoft Office programmes</p> <p>Understanding of the role of good practice in document storage and retention.</p> <p>Ability to use technical business applications designed to capture, store, manipulate and analyse technical data as relevant to the specific service and industry</p> <p>Understanding of what constitutes excellent customer service and how to deliver it in practice.</p>	
<p>General Skills/Attributes 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.</p>	<p>Strong and focussed leadership with a collaborative approach</p> <p>Ability to think strategically, analyse, plan and problem solve</p> <p>Ability to produce written materials (e.g. letters, reports)</p> <p>Work independently, using own initiative</p> <p>Decision-maker who can work to tight deadlines without compromising quality of work</p> <p>Excellent inter-personal skills, with the ability to communicate with senior members of staff and States Members and to ensure that they will adhere to information management protocols.</p>	

<p>Experience 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).</p>	<p>Proven track record of office management processes, including document management.</p> <p>Previous experience of leading and inspiring confidence in a team.</p> <p>Health and Safety management and risk assessment</p>	
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Personal Attributes

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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 5 core accountabilities attributes and behaviour indicators.