

## Senior Regulatory Improvement Officer

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**Department:** Infrastructure, Housing and Environment

**Division:** Regulation

**Reports to:** Head of Regulatory Improvement & Licencing

**JE ref:** IHE1021.1

**Grade:** CS12

**JE Date:** 21/06/2022

### Job purpose

This is a key position within a newly created team responsible for continuous improvement initiatives across regulation. This role is specifically responsible for leading on statutory reforms, initiating and responding to reviews of best practice to improve the regulatory processes, rules and legislation to ensure the efficient delivery of regulatory services for the benefit of Islanders' safety and wellbeing. This role is also specifically responsible for overseeing the processing and the improvement of the 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

Identify and deliver statutory improvement activity across the Regulation Group that result in changes to local legislation, working with Law Drafters and Law Officers, to create a consistent framework for improved service delivery.

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

Work with Heads of Service to devise the necessary supporting materials to implement the changes brought about by regulatory improvements, which may include coaching and training to ensure there is a clear and consistent understanding across regulation.

Initiate and respond to reviews of regulatory best practice across all regulatory activities, by conducting research into trends in partnership with Heads of Service, with the aim of streamlining and optimising processes to support the achievement of efficiencies across services and improved customer processes.

Responsible for community and public consultation on any law reforms, which includes media liaison, engagement and relationship building with other departments and other directorates in IHE.

Create plans for implementing any recommended changes from the reviews of regulatory best practice by developing an in-depth understanding the current processes and workflows within regulation. Running workshops, work shadowing, reviewing existing relevant documentation to identify the state of readiness and the steps necessary to change.

Complete follow-up reviews to ensure any statutory changes / changes brought about by reviews into best practice have achieved better ways of working and service to customers, by eliminating unnecessary complexity and variations.

Lead and facilitate LEAN / process improvement initiatives to create a culture of the continuous improvement of regulatory standards and performance, to drive innovative thinking to simplify and optimise processes both for regulators and customers.

Ensure good governance around any reform programmes / projects from their initiation, design, delivery and review to proactively identify risks / issues and address these with other key stakeholders to ensure their timely delivery wherever possible.

Supervise the work of the Technical Support Officers in the Team, providing appropriate advice and guidance to contribute towards their professional development and meet performance targets as identified in the Directorate's business plan.

Co-ordinate 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**

- Regulatory Improvement & Licencing

### **Organisational structure**

## One Government Departments



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<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>
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>In-depth knowledge of regulatory processes and the regulatory environment.</p> <p>Knowledge of legislative change.</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</p>	<p>Knowledge of:</p> <p>The activity and processes of Government including interaction between politicians and officials.</p> <p>Programme / Project reporting as it relates to this role.</p> <p>The Infrastructure, Housing and Environment priorities, key objectives, risks and issues relevant to the department division and the role.</p>

	<p>best practice.</p> <p>Knowledge of the Government of Jersey or a comparable organisation and its strategy and functions.</p>	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Business planning skills.</p> <p>Computer literate with ability to operate the Microsoft Office package.</p>	<p>Driving licence (Group B)</p>
<p><b>General Skills/Attributes</b> <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 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 others to facilitate achievement of high delivery and performance.</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 Heads of Service, Legal Advisors and Law Drafters.</p>	

<p><b>Experience</b>  <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 regulatory arena.</p> <p>Experience demonstrating a very high degree of understanding the technical regulatory legal requirements</p> <p>Proven management experience, obtained by a combination of professional experience and more formal management training</p> <p>Experience implementing strategy at divisional level</p> <p>A proven track record of project management / 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 Heads of Service 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 4 core accountabilities, attributes and behaviour indicators.