

Regulatory Improvement Officer

Department: Infrastructure, Housing and Environment

Division: Regulation

Reports to: Head of Regulatory Improvement

JE reference: IHE1022

Grade: 10

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 a number of regulatory improvement projects, including digital and cultural reforms, to ensure the efficient delivery of regulatory services for the benefit of Islanders' safety and wellbeing.

Job specific outcomes

Lead on specific modernisation work streams as determined by the Head of Regulatory Improvement to improve service delivery across the Regulation Group to ensure more efficient regulatory processes and an improved customer experience.

Responsible for eliciting the service requirements (e.g. in the new digital platform) working closely with Heads of Service, other departments (e.g. Modernisation and Digital) and other third parties / potential suppliers to completely re-imagine how regulatory services are delivered to customers to ensure the seamless delivery of day to day operations.

Responsible for developing an in-depth understanding of all current processes and workflows within regulation. Running workshops, work shadowing, reviewing existing relevant documentation to identify existing inefficiencies and variations and the necessary steps to change.

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

Support colleagues across the Regulation Group by creating explanatory materials to implement any changes brought about by regulatory improvements, which may include coaching and training to ensure there is a clear and consistent understanding.

Responsible for the effective planning, management, reporting and coordination of projects to deliver change in line with service requirements and the business plan. Ensuring good project governance, and the proactive recognition of risks, issues and mitigating actions to ensure their timely delivery wherever possible.

Manage relationships with third parties (e.g. digital delivery partners) from the procurement process (e.g. determining the specifications, evaluation of proposals, selection and contract formation) through to contract management focusing on performance management against agreed SLAs and KPIs.

Complete follow-up reviews to ensure any changes brought about by their specific workstreams achieved better ways of working and service to customers, by eliminating unnecessary complexity and variations.

Able to work independently, under their own initiative, taking responsibility for the delivery of delegated projects, demonstrating a proactive approach with responsibility for a project budget.

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.

Statutory responsibilities

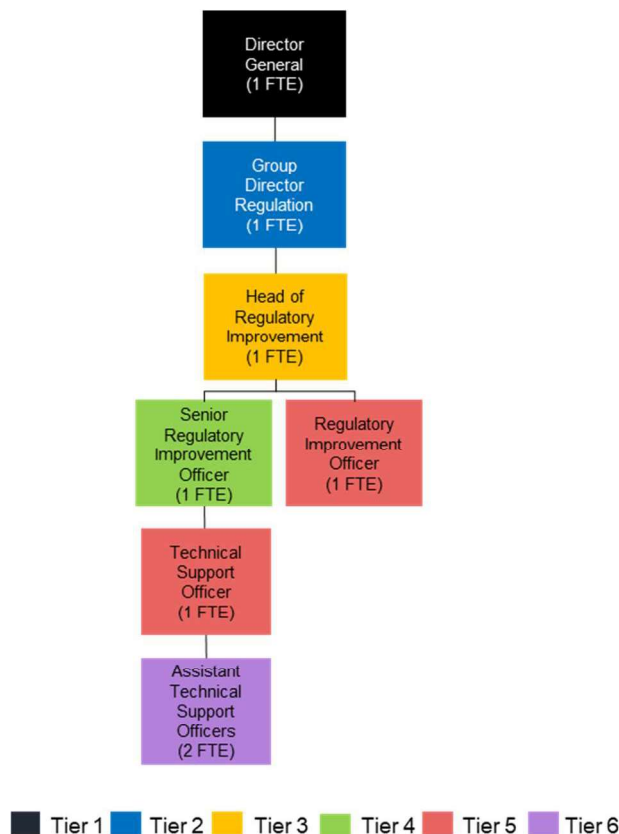
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

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

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>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>Lean / Six Sigma accredited.</p> <p>PRINCE 2 Project 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>In-depth knowledge of regulatory processes, legislation and the regulatory environment.</p> <p>Ongoing Continuing Professional Development to remain up-to-date with the latest methodologies and industry research and best practice.</p> <p>Knowledge of managing a budget and business planning processes.</p> <p>Knowledge of the Government of Jersey or a comparable organisation and its strategy and functions.</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 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>Business planning skills.</p> <p>Computer literate with ability to operate the Microsoft Office package.</p>	<p>Driving licence (Group B)</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 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</p>	

	<p>building skills.</p> <p>Good planning and organising skills to contribute to strategic plans.</p> <p>Ability to motivate others to facilitate change.</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</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 regulatory arena.</p> <p>Proven project management experience</p> <p>Experience implementing strategy at divisional level</p> <p>A proven track record of 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>	

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 5 core accountabilities, attributes and behaviour indicators.

Organisation chart

