

ERF – Non-Technical Operations Manager

Department:	Infrastructure, Housing and Environment	
Section:	Operations and Transport	
Reports to:	ERF Plant Manager	
JE Ref:	IHE1138	
Grade:	CS10	JE Date: 02/09/2022

Job purpose

The Non-Technical Operations Manager is responsible for managing the implementation of specific departmental business initiatives, including information and functional areas, across the ERF department. He/she will be an active department member responsible for implementing and maintaining operational governance and control frameworks, including Risk Management, Information Management, Regulatory Licensing, and Business Continuity planning across the function.

Job specific outcomes

- Lead the implementation of specific department programme/project initiatives, collating information regarding matters of business and change management to advise the ERF Plant Manager on key decisions on behalf of the function.
- Manage work efforts to implement operational policy and procedures to ensure the function is compliant with all relevant legislation, financial process management, continuous improvement, and KPIs, working closely with the entire department to ensure alignment.
- Responsible for development, co-ordination and testing of the functions business continuity plan, which has significant corporate impact as the provider of the Government's ERF Plant. Also, to support the solid waste department to develop the departments business continuity plan, supporting maintenance and testing, to ensure the Solid Waste department is compliant with Government business continuity standards.
- Support preparation of the function and department's business plans, working closely with the ERF Plant Senior Leadership Team, ensuring operational continuity whilst aligning to the OneGov Vision and Common Strategic Policy.
- Coordinate and contribute to the development, integrity, co-ordination and testing of the function's business continuity plan, business impact assessments and playbook, which has significant corporate impact in ensuring strategic and operational objectives for the ERF Plant are delivered.
- Monitor and record performance and outcomes against objectives contained in the functional and departmental business plans including Financial Cost, People and Talent, ERF Portfolio, and Service Management, working closely with the Plant Manager and

JEC our Government Owned Entity partner, in supporting the delivery of Ministerial objectives for the Government around the provision of critical utilities for Islanders.

- Work collaboratively with the ERF Plant Manager to provide ongoing review of the function's Information Management strategy, ensuring highly sensitive ERF Plant information is managed and retained in line with the relevant data protection legislation and Government policy and standards.
- Support the co-ordination of public/function requests for information, for the function (e.g. health and safety complaints, FOI requests, Ministerial questions, government Assembly questions, etc.) monitoring response to and highlighting any trends and emerging issues, working in partnership with the corporate functions in IHE and supporting the OneGov continuous improvement and learning environment.
- Responsible for co-ordination of the function's risk, internal control and compliance matters, managing the identification and collection of risks and issues and overseeing the completion of mitigating actions, managing the escalation of risks to the ERF Plant Manager for the departmental register, in line with the Government's Risk Management Framework, supporting the Government of Jersey exposure to risk and realisation of opportunities.
- Administer the functions executive budgets, including managing purchase orders and supplier invoices for change initiatives to be led by the function, managing the review of transactions to ensure they are accurate and oversee the preparation of month end reports, in accordance with the Government of Jersey's Financial Directions.
- Produce quarterly management reports for the ERF Plant Manager, inclusive of the regulatory and legislative compliance position and recommendations for change where appropriate.

Statutory responsibilities

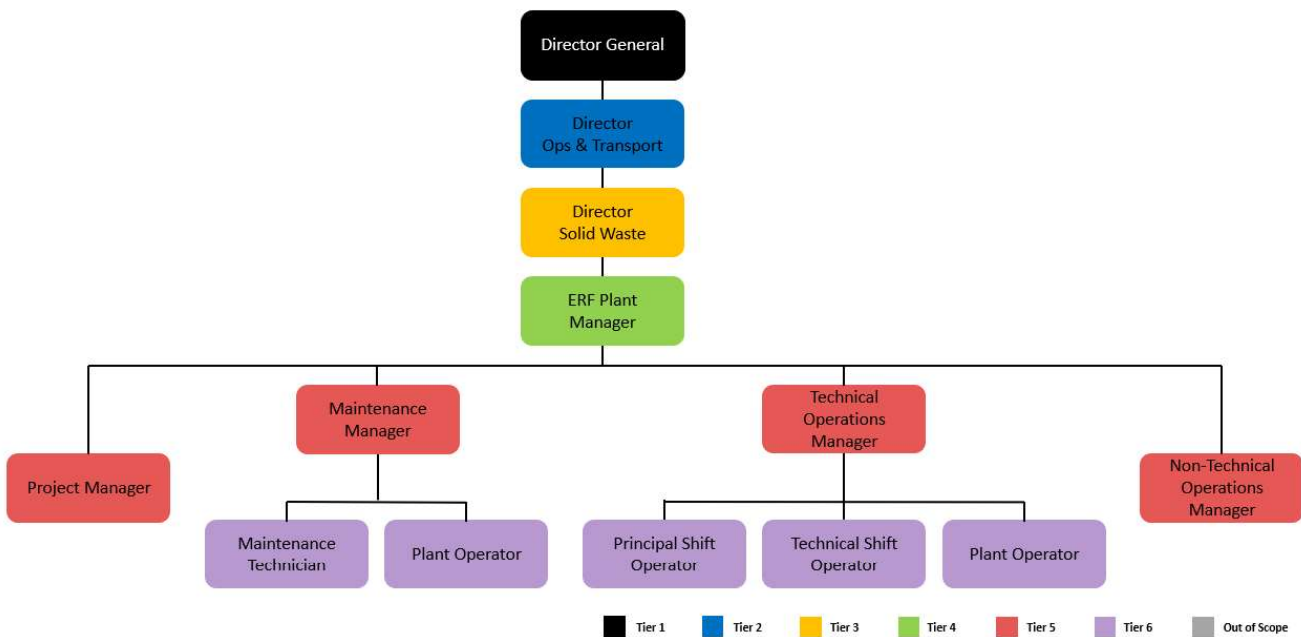
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure

One Government Departments



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Professional qualification in HNC/HND in administration or equivalent experience.	Membership of CIWM
Knowledge	Sound knowledge of ERF regulation and legislation, governance risk and compliance to support note taking. Ability to learn project management processes	Good understanding of local politics and Government structures
Technical / Work-based Skills	Strong IT skills as will be required to produce and develop accurate and well-presented written and electronic reports, records and documents. Has a deep understanding of the technical concepts required in their role and understands how these fit into the wider technical landscape.	Familiarity in any of the following areas would be advantageous: health and safety, complaints, financial management, data protection
General Skills/Attributes	Attention to detail to deliver high-quality products. Must be able to write clear and concise reports, and work accurately with figures. Sound interpersonal and communication skills to actively communicate across the organisation. Provides business support to the department, monitors progress of investment programmes/projects and business case	

	investments (may develop business plans)	
Experience	Experience of working in a similar role with experience of performance, risk, contract and health and safety management. Experience supporting the defining of strategies and policies. Evaluates current strategies to ensure business requirements are being met and exceeded where possible.	Thorough and advanced understanding (as an expert) of ERF waste management licensing conditions

Personal Attributes

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.

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.