

## Business Improvement Manager

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**Department: States of Jersey Police**

**Division: Business Support & Shared Services**

**Reports to: Head of Business Support & Shared Services**

**JE Reference: JHA070**

**Grade: 12**

**JE Date: 2/11/2020**

### Job purpose

Responsible for the development, co-ordination and implementation of States of Jersey Police strategic change and departmental business initiatives, including information and functional areas, across SoJP Shared Services Function.

Responsible for the development of hub and spoke teams to drive more efficient and effective services and maintain SoJP operational governance and control frameworks, including Risk Management, Rostering and Resource Planning, Performance and Events Planning and Business Improvement.

### Job specific outcomes

1. Manage and lead on the implementation of SoJP and Government wide projects, activities and change programmes, advising on matters of business and change management at any key decision and leadership forums.
2. Responsible for the strategic, operational and business management of information and functional services, ensuring to implement operational policy, financial process management, continuous improvement and KPIs. Develop, manage and report on the SoJP performance framework, analysing and identifying trends, gaps and opportunities to improve both operational performance as well as corporate efficiency and effectiveness.
3. Deliver and implement any strategic organisational performance and transformation programmes, collaborating with colleagues within SoJP and GoJ to encourage a learning organisational culture, focused upon improvement and high performance.
4. Monitor performance, budget and outcomes against objectives contained in the department's corporate plans, ensuring that SoJP activities meet the requirements of the community and that strategic business plans are being achieved, in particular non-operational change relating to efficiencies, savings and quality improvement.
5. Responsible for the reporting and co-ordination of the departments contracts register ensuring services are procured using GoJ Best Practice Toolkit and in line with Public Finance Manual, focusing on reducing costs but also receiving Value for Money.
6. Put mechanisms and processes in place to establish and gather customer feedback, feeding the data/outcomes into the business plans and the Community and Engagement team.

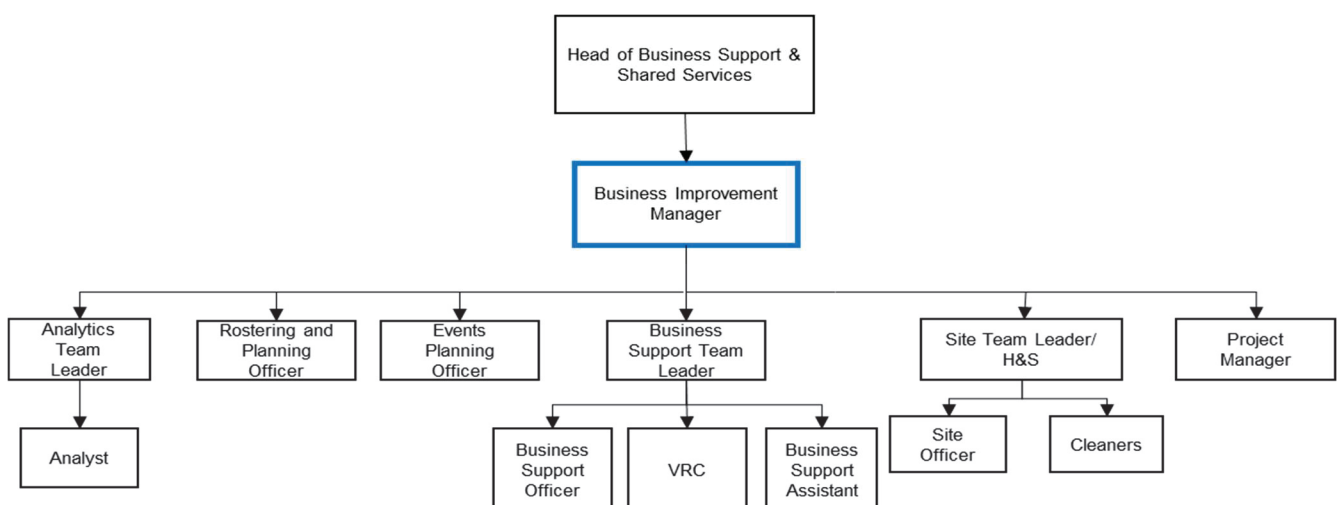
7. Lead a diverse business support team to ensure that both strategic and operational objectives are met, including the maintenance of adequate operational Policing resources to achieve best outcomes. Provide support and guidance on a “spoke” basis, dealing with recruitment, operational, safeguarding and performance issues, ensuring there is capacity and capability within the team through budget control and the correct deployment of resources.
8. Implement procedures to ensure the department is compliant with its legal and corporate governance requirements and service users of SoJP are safeguarded.
9. Respond to and any trends and emerging issues are identified, resulting in changes to service delivery.
10. Responsible for the reporting and co-ordination of the departments risk and governance matters, ensuring that risk registers are kept up to date and that mitigating actions are monitored for completion, implementing business continuity plans and reducing the States of Jersey exposure to risk.
11. Deputise for Business Support & Head of Shared Services when absent.

### 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.

### Organisation chart



## 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>Qualified to degree level and possess a relevant professional and/or postgraduate qualification in business management, or relevant experience</p>	
<p><b>Knowledge</b> <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>Knowledge and understanding of the challenges that the SoJP faces, matched with an understanding of the policy and governance requirements for the department accountabilities within this role;</p> <p>Knowledge of risk management processes, Public Finance Manual and data protection laws and regulations and protocols;</p>	<p>Strong local political and international awareness and social drivers.</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>Sound knowledge of information and communication technology and the ability to use statistical packages, spreadsheets, word processing, the internet and presentation applications;</p> <p>Excellent report writing and presentation skills;</p> <p>Excellent organisational and project management skills</p>	<p>Familiarity in any of the following areas would be advantageous financial management: risk management and data protection, performance and data analysis management; project management, health and safety, complaints, estates management.</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>Strong leadership skills with the ability to motivate employees through change whilst delivering the departmental objectives in line with the overall vision.</p> <p>Political judgement, with the ability to comprehend multi-strand, technical and complex information, which can be politically sensitive, controversial and contentious. Excellent interpersonal, negotiating and influencing skills is required, sometimes at a senior or political level to build relationships.</p> <p>Ability to apply critical thinking, applying this insight in a practical and engaging manner with the ability to make 'the right choice', often under pressure, where there is not a simple, or single option;</p> <p>Capacity to apply creative and business like approaches to managing organisational performance and the delivery of cost effective and efficient outcomes.</p>	

	Ability to professionally challenge any views, responses or decisions.	
<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>Must have proven, demonstrated experience in leading business, performance and change management activities to enable the effective oversight of critical business priorities and delivery plans;</p> <p>Experience of working in, developing and sustaining a culture that meets the needs of and engages with customers and staff within an inclusive, open and high-performing environment;</p> <p>Demonstrable track record of leading, motivating and managing teams to achieve high performing and significant sustainable service improvements and outstanding results, within agreed budgets to meet agreed targets and strategic objectives, within an organisation of a comparable scope and complexity;</p> <p>Ability to be a proactive, credible and authoritative voice on behalf of the Department with evidence of successful collaborative working with senior figures and counterparts, and other influential stakeholders;</p> <p>Demonstrate experience of working in a senior role in a political environment and evidence of the ability to challenge, influence and negotiate with a wide range of stakeholders and partners to achieve outcomes, whilst building and developing strong relationships.</p>	
<p><b>Criteria relating to Safeguarding</b> <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>Required to deal with difficult, confidential and sensitive issues and the careful and effective handling of such matters essential to reach successful outcomes. Exposure at times to unsavoury issues.</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 States of Jersey tier 4 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.**