Digital Manager – COVID Vaccine Programme

Department: Justice and Home Affairs

Division: COVID Vaccine Programme

Reports to: Operational Lead

JE Reference: JHA1052

Grade: 9   **JE Date:** 26/8/2021

Job purpose

Providing professional and comprehensive digital management to the COVID Vaccine Programme, initiating, managing and reviewing work processes and systems to enable the digital functions of the programme to be carried out efficiently and effectively. Responsible for managing all digital aspects of the programme including process development, strategic change management, stakeholder management and team leadership.

Job specific outcomes

Manage a digital team responsible for maintaining software and technical databases or processes as applicable to the area of the business, by screening, validating and collating technical / operational input and output data, and creating accurate records and files to support the effective running of the sections' activities.

Prepare reports by collating, manipulating and analysing information related to complex operational / business performance and output data as relevant to the section, reporting anomalies, preparing statistics and analysing data to identify trends and potential issues before they become operational problems.

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.

Provide the first point of contact for customer enquiries, requests and complaints, taking action as required, organising and enabling the delivery of professional customer service and highlighting areas for improvement based on feedback captured.

As the line manager for a team of 8 system administrators, deal with HR and payroll administration matters related to day-to-day staff management for the section, 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.

Undertake research as relevant to the improvement of business activities, practices and procedures of the section, making recommendations and leading technical delivery of such improvements, to support the provision of first class services to customers.

Following direction from the Operational Lead, plan and organise people resources to ensure work is integrated and coordinated in line with defined operational plans, as applicable to the section of activity. Utilise resources within scope to ensure operational output is achieved in a timely and efficient manner.

Design, develop and implement digital solutions to assist the programme in daily operations including efficient use of BATS, EMIS and Office Suite. Utilise digital subject matter expert experience in these systems to enable robust customer booking processes, medical record amendment and timely recording and reporting of statistics to enable strategic public health decision making.

Statutory responsibilities

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

Organisation Chart
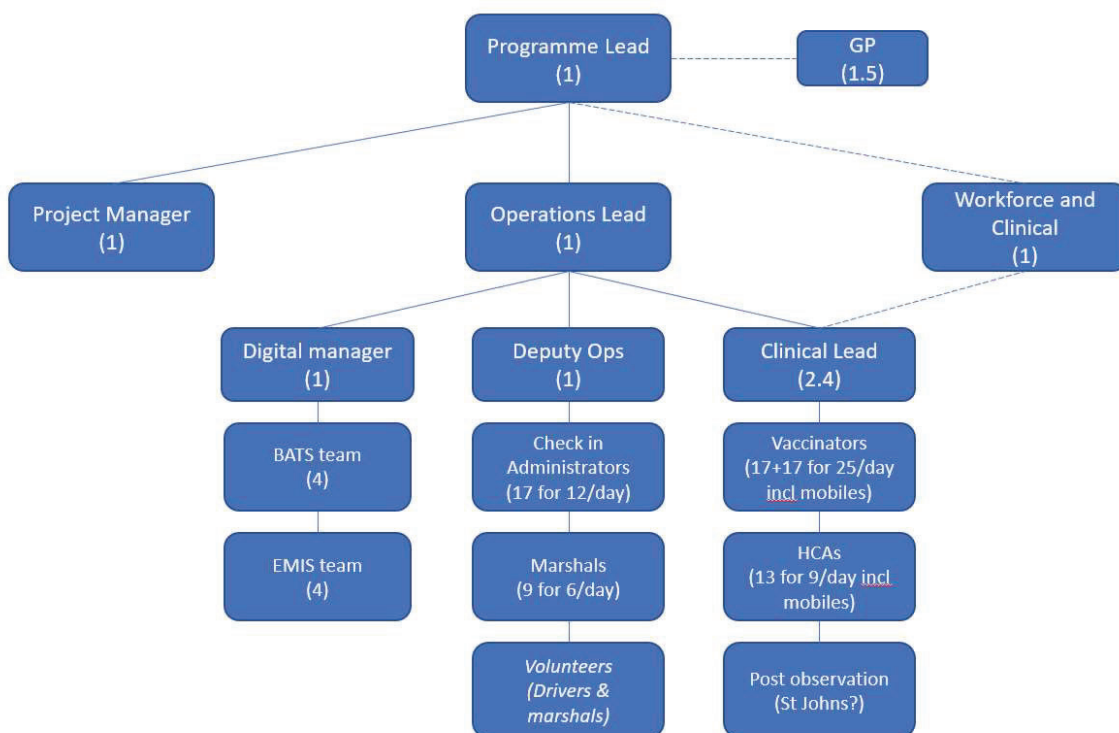
Core Accountabilities, Attributes and Behaviour Indicators

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 5 core accountabilities attributes and behaviour indicators.

Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Qualified to A Level, NVQ level 3 or BTec National Diploma level or equivalent experience in a technical or business administration related specialism	Project management qualification
Knowledge	Knowledge of: The latest theory and practices, processes and techniques as related to their industry Project management Digital system development Microsoft Office Suite Business performance metrics	Knowledge or experience of working with: The activity and processes of Government
Technical / Work-based Skills	Computer literate with ability to operate the Microsoft Office package Ability to use technical business applications designed to capture, store, manipulate and analyse technical data as relevant to the specific service and industry Ability to extract, collate and interpret statistical data Financial awareness	
General Skills/Attributes	Analytical and problem solving skills Strong relationship building skills Ability to prioritise work and meet deadlines Work independently, using own initiative Ability to produce written materials (e.g. letters, reports) Team management skills	
Experience	Experience of: Developing and producing accurate and well-presented written and electronic reports, records and documents Providing management information in both statistical and written form Health and Safety management and risk assessment Demonstrable experience in a specialist technical environment	