

Operations Manager – Jersey Financial Intelligence Unit (Jersey FIU)

Department: Justice and Home Affairs

Division: States of Jersey Police

Reports to: Head of Jersey FIU (HoJFIU)

JE Reference: JHA1060

Grade: CS13

JE Date: 28/1/2022

Job purpose

The Island's Financial Intelligence Unit (Jersey FIU) serves as the national centre for the receipt, analysis, enhancement and dissemination of financial intelligence. The Operations Manager will be responsible and accountable for the day to day operational management and oversight of the Operational Analysis Unit (OAU), the Innovation & IT Unit (IITU) and the Intelligence Support Assistants within the Jersey FIU.

The Operations Manager will support the HoJFIU in providing strong leadership, ensuring the Jersey FIU carries out its statutory functions and adheres to all relevant requirements in relation to Anti-Money Laundering (AML) and Counter Terrorist Financing (CFT) as set out by the Financial Action Task Force (FATF), the National Risk Assessment (NRA) of Money Laundering (ML) and Terrorist Financing (TF), MONEYVAL, Egmont Charter principles and local primary and secondary criminal laws and civil powers governing the investigation of Money Laundering (ML) and Terrorist Financing (TF).

The Operations Manager will represent the Jersey FIU in a wide range of business and operational related settings both on and occasionally off island and be one of the key contacts in the Jersey FIU for the island's finance industry, law enforcement agencies, the Jersey Financial Services Commission (JFSC), and other competent authorities.

The Operations Manager will be a suitably experienced individual who will encourage a culture of continuous improvement and take responsibility for the implementation of identified plans and targets for the Jersey FIU to deliver high quality financial intelligence services and products ensuring the Jersey FIU continues to perform as a world class Financial Intelligence Unit.

Job specific outcomes

1. The Operations Manager will be responsible and accountable for the day to day operational management, activities and effectiveness of the OAU, IITU and the Intelligence Support Assistants and performance of its staff. Specifically the Operations Manager will:
 - a. Provide direction, guidance and line management reporting to the OAU Team Leaders, IT Developer and Intelligence Support Assistants.
 - b. Continually monitor and ensure workload of the OAU, IITU and Intelligence Support Assistants are prioritised in accordance with the Jersey FIU's identified plans and targets, re-prioritising them in response to fluctuating business demands.
 - c. Have responsibility for the oversight of personnel issues within the units, but more specifically for ensuring attendance is managed effectively; coach and mentor staff within the Jersey FIU where identified.

- d. Interpret and provide professional oversight to the more complex financial intelligence cases, working closely with the OAU Team Leaders ensuring all operational and tactical matters have been considered in a timely and efficient manner allowing for best use of human, technical and other resources;
- e. Proactively identify emerging issues which have the potential to escalate and pose higher risks relevant to financial crime matters, in order to protect the islands' reputation at local, national and international levels.
- f. In oversight of, and in collaboration with, the IT Developer in IITU identify, scope, develop and implement new ways of working in the Jersey FIU through the use of relevant IT systems and mechanisms; ensure the Jersey FIU is an active contributor to the development and implementation of the national financial crime electronic reporting architecture.
- g. Organise recruitment to vacant positions within OAU, IITU and Intelligence Support Assistance; ensure a formal Jersey FIU induction programme is in place; and where appropriate deliver training and development to new starters and existing staff as required.
- h. Develop operational plans and produce operational performance reports (in conjunction with the Senior Strategic Analyst) which details performance of the OAU, IICT's and Intelligence Support Assistants against identified plans and targets set out in the Jersey FIU's Annual Plan;
- i. Perform specialist research to assist in the intelligence gathering process and to ensure that the Jersey FIU stays at the forefront of financial crime intelligence; and where requested provide specialist support and guidance to partner agencies and legal advisers investigating or prosecuting any type of financial crime related matter.

Additionally:

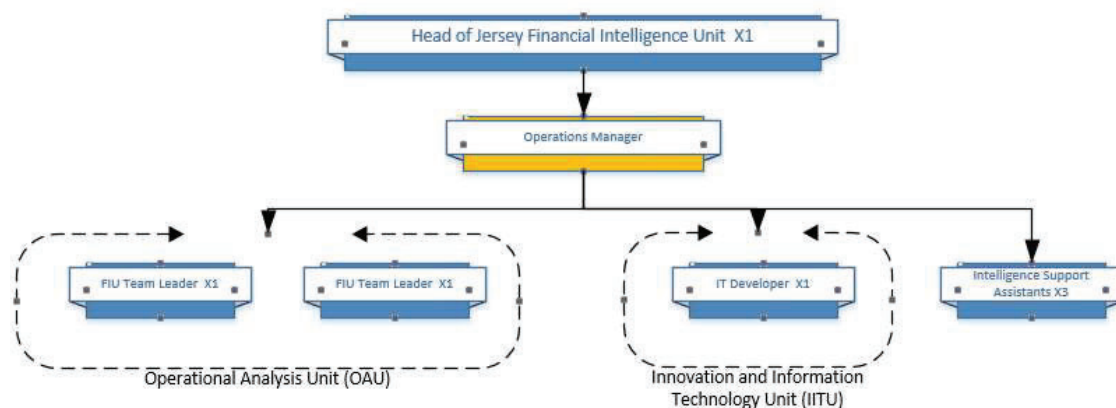
2. The Operations Manager will promote and ensure a strong professional culture is maintained within the Jersey FIU leading to continuous improvement; assist the HoJFIU in the implementation and reinforcement of the Jersey FIU's Annual Plan.
3. The post holder will have lead responsibility for ensuring the Jersey FIU has sound internal governance by developing and maintaining operational policies, procedures and processes; providing assurance of such to the HoJFIU in contemplation of their submission of the Jersey FIU's Annual Report to the FIU Board.
4. The Operations Manager will ensure the Jersey FIU's complies on an ongoing basis with all relevant legislation, such as (but not limited to) the Proceeds of Crime (Jersey) Law 1999 and the Terrorism (Jersey) Law 2002, the prevailing Data Protection legislation and Freedom of Information legislation; and further ensures the Jersey FIU continues to comply with the Egmont Group of FIUs Principles for Information Exchange between FIUs and Egmont Group Charter.
5. Deputise for, and in the absence of, the HoJFIU as necessary and under any agreed delegations, in pursuance of Jersey FIU functions, objectives, identified plans and targets.
6. The Operations Manager will support the HoJFIU and the FIU Board, by:
 - a. ensuring appropriate specialist advice is provided on the formulation of any key strategies and policies for the Jersey FIU with specific reference to how these are translated into service delivery and assessment of financial implications so that potential risk and impact can be understood;
 - b. implementing the Jersey FIU's corporate governance procedures and performance management frameworks;

- c. monitoring the external environment through various internal and external sources and media to identify financial crime risks which may potentially negatively impact on the Island and report these in a timely manner for deliberation and assessment;
 - d. implementing and managing a Jersey FIU risk register ensuring that risks identified are mapped, assessed and potential impacts understood and escalated as necessary, for example any non-compliance with the Egmont Principles.
 - e. preparing business cases for submission in order to secure funding for identified human, technical resources and other items as required.
7. The Operations Manager will represent the Jersey FIU (sometimes as lead/chair) in a wide range of business and operational related settings to include committees, forums, working groups and other bodies both on and occasionally off island, which are considered by the HoJFIU as relevant for the Operations Manager to attend. This will include:-
 - a. Contributing to working groups in support of Jersey's National Financial Crime Strategy; in preparation for international assessments such as MoneyVal; or the formulation/updates of ML/TF National Risk Assessments;
 - b. the development of mutually supportive partnerships and alliances locally and nationally. At the local level this will include finance sector businesses, regulators, law enforcement agencies and developed Private/Public Partnerships (PPPs) such as JFIN (Jersey Financial Intelligence Network). At the national/international level this will include attendance at Egmont Group of FIU's meetings and discussions with law enforcement agencies such as the UK FIU/NTFIU/NCA.
 8. Identify, develop, lead/participate in a varied programme of outreach and engagement with industry and other stakeholders to increase the knowledge and awareness of the work of the Jersey FIU, ML, and associated predicate offences, and TF.
 9. Maintain an awareness of any local or international developments relating to any financial crime legislation or developments, evaluating new techniques and procedures, considering and highlighting any implications and / or developments relevant to current policies and procedures.

Statutory responsibilities

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

Organisation chart



The Operations Manager will be responsible for three units in total consisting 24 Staff.

- OAU = 20
- IITU = 1
- Intelligence Support Assistants = 3

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>Educated to degree level or similar, or equivalent experience. Internationally recognised qualification in AML/CFT/Compliance or Financial Crime (Diploma Level 6) and/or NCA Accreditation.</p>	<p>Formal Management qualification</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>A sound knowledge and understanding of the relevant legislation including but not exclusively the POCJL 1999, MLO 2008, Terrorism Law 2002, FCAPJL 2018, Sanctions and Asset Freezing 2019. Including the ability to interpret and guide on complex legislation and procedure relating to financial crime.</p> <p>Knowledge and understanding of operational procedures in sharing information and intelligence. An understanding of the National Intelligence Model (NIM) and the intelligence grading/reporting system.</p> <p>Must have a high level of knowledge and understanding of Jersey and international AML/CFT sanction laws and regulations, together with any other relevant regulatory policies.</p>	<p>Knowledge and understanding of the following legislation:</p> <ul style="list-style-type: none"> • Criminal Justice (International Co-Operation) (Jersey) Law 2001 • Civil Asset Recovery (International Co-operation) (Jersey) Law 2007 • Investigation of Fraud (Jersey) Law 1991
<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>An excellent working knowledge of IT systems with experience in Microsoft Word, Excel, Outlook.</p> <p>Ability to interpret complex laws and regulations, to ensure understanding and full compliance within the organisation.</p> <p>Proven application and a good working knowledge of the management and use of legislation, regulations, working practices and procedures in respect of Anti Money Laundering (AML) and Combating the Financing of Terrorism (CFT).</p> <p>Attention to detail and ability to record information accurately with minimum supervision;</p>	<p>Working knowledge of other IT analytical database software applications, such as, i2 IBM analytics, Power Bi and Alteryx.</p>

	<p>Strong leadership skills with the ability to motivate employees through change, ensuring departmental and organisational objectives are met.</p> <p>Knowledge of people management activities, strong understanding of how to communicate effectively with colleagues in a diverse environment.</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 work with minimum supervision, and use initiative and innovation in problem-solving. Ability to work to a high level of self-motivation in a target driven environment.</p> <p>Sound judgement and ability to make decisions and complete tasks under tight deadlines with the ability to effectively manage competing priorities</p> <p>Ability to identify at an early stage emerging issues which have the potential to escalate at local, national and/or international levels.</p> <p>Ability to identify efficiencies and enhancements within the unit, lead and implement change where necessary and nurture a progressive engaging team ethos.</p> <p>Excellent written and verbal communication skills with an ability to deal with individuals at all levels internally and externally.</p> <p>Proven communication and interpersonal skills that demonstrate the ability to deal with a wide range of people using a variety of strategies / communication methods to influence others and negotiate satisfactory outcomes with key partners.</p> <p>Ability to act with a high degree of integrity, to be entirely trustworthy with demonstrable aptitude.</p> <p>Willing to undertake training in order to maintain or develop any of the requirements of the role covered in this job description.</p>	<p>Previous experience of leading an effective team at strategic level, demonstrating leading change and managing restrictions on budgets and resourcing.</p> <p>Experience of representing an organisation at multi-agency strategic coordinating groups at a local and international level. An ability to travel and work flexibly.</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>Experience in investigative or an analytical role, with an aptitude for developing innovative solutions to complex issues.</p> <p>Experience in the management and handling of sensitive and personal information, intelligence and data.</p> <p>Experience of representing an organisation at multi-agency strategic coordinating groups at a local and international level.</p> <p>Experience of managing medium sized teams.</p> <p>Experienced presentation skills are essential.</p> <p>Ability to use a range of analytical and evaluation techniques to understand important or complex issues in order to form logical decisions, whilst being held accountable for any decisions made.</p> <p>Proven ability to produce high-level work with minimal supervision.</p>	<p>Experience working within the Financial Services Industrial, predominantly within a Financial Crime or Compliance related role, would be beneficial.</p> <p>Experience and understanding of the prevailing Data Protection and Freedom of Information legislation.</p>
<p>Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>Exposure to unsavoury, confidential and sensitive issues where the careful and effective handling of such matters is essential.</p>	<p><i>Willingness to be vetted to SC enhanced level vetting.</i></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.