

JHA Business Operations Manager

Department: Justice and Home Affairs (JHA)

Division: Business Support Unit

Reports to: Head of Business Support

JE Ref: JHA1072

Grade: CS12

JE Date: 2/2/2022

Job purpose

Manage the day-to-day relationship within the Justice and Home Affairs frontline services, consisting of Fire & Rescue, Ambulance, Prison and Customs and Immigration, liaising with the commercial services department resolving challenges and owning the contract / commercial remit of the role. Manage and deliver large scale bids and contracts and have end to end ownership of smaller projects including high level analysis of trends and focusing on driving efficiencies through non-staff spend across Justice and Home Affairs (JHA).

Co-ordinate the JHA Health and Safety Working Group, ensuring a safe environment for all staff and members of the public in the Justice & Home Affairs (JHA) department's properties and estates.

Job specific outcomes

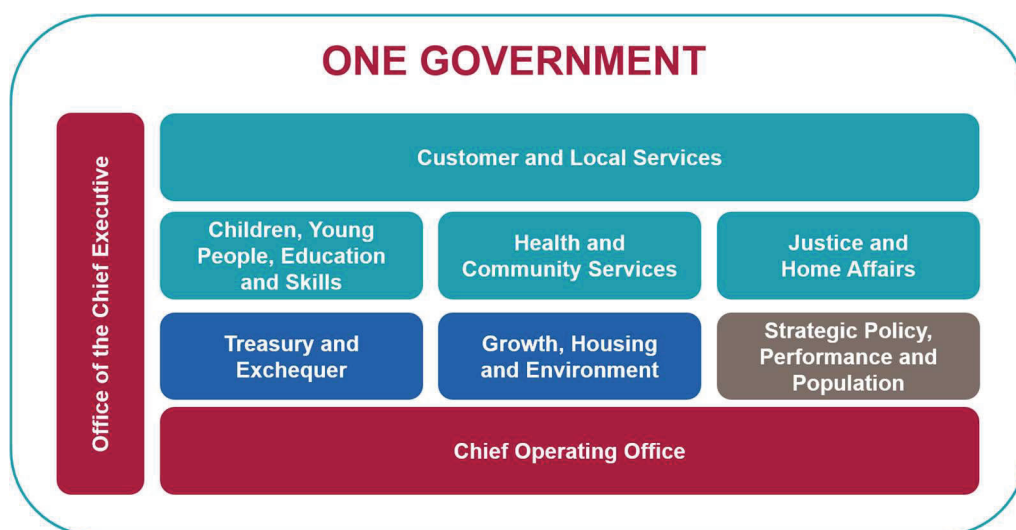
1. Lead and manage JHA Facilities Management (FM) services for Jersey Fire and Rescue Service and The States of Jersey Ambulance Service through appropriate staffing and liaison with the Department for Infrastructure Housing and Environment (IHE) & Jersey Property Holdings, to ensure building premises, plant and services are safe, maintained, serviced and fit for purpose, including HSE statutory regulation i.e. Fire, Asbestos and Legionella.
 2. Manage and develop a high quality and cost-effective procurement service in accordance with the corporate procurement strategy, working as required with other GOJ procurement teams, to provide professional support across JHA on corporate projects/initiatives as and when required.
 3. Responsible for the implementation of and compliance with corporate policies and procedures for, Health and Safety (H&S) across JHA, ensuring that risk management policies and procedures are fit for purpose and rigorously adhered to in order to minimise risk to employees and the public at large.
 4. Through effective liaison with the central commercial team, support the commercial / procurement processes for major spend as JHA client lead through to delivery and introduction to the service, ensuring all information is accurate, relevant and adhered to and provides services with more efficient and better-quality deliverables. This includes responsibility for the minor capital budget spend across all JHA services including being the JHA Asset Management Lead.
 5. Demonstrate a detailed understanding of operational requirements across the services, developing a working knowledge of financial spend across JHA services, identifying and driving efficiency savings where possible, without having a detrimental impact on front line services.
 6. Deliver commercially aligned projects and assignments ensuring appropriate use of relationships, resources and budgets, delivering the required scope of work within set deadlines.
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7. Analyse, identify and drive out inefficiencies identified across non-staff spend to support the JHA efficiency work. Analyse and review a range of data to collate trends and prepare documentation, providing advice and making recommendations to support cost and commercial management decision-making across JHA services.
8. Provide complex advisory support to ensure accuracy and compliance with standard commercial and procurement formats and develop procurement and negotiation strategies, seeking advice when necessary from the central commercial team.
9. Communicate regularly with the Head of Business Support and service leadership teams to identify objectives, opportunities and deal with challenges to support the commercial and efficiency agenda. Build and maintain strong relationships with specialist business partners, colleagues, customers and suppliers, ensuring delivery of value within the Services, identifying opportunities for any significant savings.
10. Coach and mentor team members within the wider JHA support function on business-related activity to assist with their development and ensure work is timely and accurate. Management of a team of support staff who are responsible for the effective running of all the Ambulance and Fire & Rescue sites. Ensure that the team maintains sufficient stock for the emergency response services and that all equipment is compliant with relevant legislation.
11. Health and Safety (H&S) operational lead for JHA with responsibility for coordinating the JHA H&S working group and the liaison between JHA and the GOJ corporate H & S function. Responsible for reporting monthly to JHA SLT the H&S position of the department as well as driving initiatives and liaising with individual service representatives to support them to move towards and maintain a complaint position. Key contact for external and internal H & S audits. Updating the Safety management system which includes being the nominated responsible person for water safety at JHA sites
12. Manage the issuing of standalone contracts for the Explosive licensing provision and the Explosive Ordinance Disposal on Island as well as the Islands Critical Communication network and device capability for Justice and Home Affairs services.

Statutory responsibilities

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

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to degree or equivalent in a relevant discipline (e.g. business related degree), or equivalent experience Project management qualification – e.g. Agile / PRINCE2 (Level 5). NEBOSH National General Certificate in Health and Safety.	H&S Diploma – Level 6 ie: NEBOSH or NCRQ.
Knowledge	Requires a principled understanding of contract terms, business risk and ensuring the successful execution of contract performance; Demonstrable success of contractual management, delivering both relationship stability and driving efficiencies; Has a level of theoretical understanding to be able to handle situations by working out problems from first principles as required	Knowledge of States of Jersey and emergency services (any of Ambulance, Fire, Customs and Prison)
Technical / Work-based Skills	Be able to work across a number of different systems and complex services; Excellent project coordination and delivery experience is essential in addition to the ability to navigate around potential areas of resistance throughout the organisation.	Experience of planning and developing learning products and services with users
General Skills/Attributes	Strong analytical skills and logical thought processes, with the ability to identify and resolve complex issues/problems using economic / financial data; Ability to communicate/present complex information concisely and to a non-technical audience; Demonstrates business maturity and integrity, especially when dealing with highly confidential information; Strong analytical and problem-solving ability.	
Experience	Experience of undertaking commercial processes and procedures across specialist areas; Experience of managing and delivering projects; Experience of extracting, analysing and reporting on data; Substantial, broad practical work experience delivering complex commercial support across a complex service model; Experience of driving efficiencies from non-staff costs; Comfortable balancing multiple, competing priorities and changes in scope/direction.	Involvement in e-learning as deliverer, or learner.

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 4 core accountabilities attributes and behaviour indicators.