Job Title: JCIS Systems and Business Change Officer

Department:	Justice and Home Affairs
Division:	Customs and Immigration Service
Reports to:	Senior Manager
JE Ref:	JHA1089
Grade:	CS08 **JE Date:** 04/07/2022

Job Purpose

To support implementation of projects / change initiatives including planning, coordinating and maintaining business processes and associated system, ensuring financial and legal requirements are met.

The role will involve reviewing the procurement and integration of systems, liaising with suppliers, assessing the impact of proposed systems changes, and delivering these changes alongside technical and operational stakeholders..

Job Specific Outcomes

1. Support the transition from a manual, paper-based Passport application process to a fully digital one, requiring major changes to internal operations and implementation of new systems.

2. Provide administration, development, implementation and maintenance of Jersey Customs & Immigration Service (JCIS) investigation and intelligence systems, ensuring that any changes reflect operational requirements and demands, and that business processes are aligned. Examine the potential rationalisation of existing systems and future procurement strategies to achieve best value.

3. Maintain effective working relationships with software designers, engineers, project managers, system users and other stakeholders. Work with system developers and Modernisation & Digital colleagues to design, test and deliver new functionality in support of the outcomes listed in 1and 2 above.

4. Collaborate between technical and business resources. Analyse data and evaluate organisational, customer and system requirements. Assist in the development and implementation of business change plans to ensure changes are phased, aligned and implemented effectively. Undertake continuous improvement of existing systems, processes and workflows through the use of technology.

5. Coordinate financial administration relating to the ongoing licensing and use of systems and ensure compliance with Government accounting and procurement procedures including the administration of contracts.

6. Undertake project management activities and tasks to support project delivery, including budget monitoring, risk management, monitoring of timing and performance measures and ensuring all relevant documentation is in place.

7. Compile statistical reports and analysis to the JCIS leadership team and other stakeholders to demonstrate operational effectiveness and performance.

8. Provide systems training together with first line administration and technical support. Ensure staff are familiar with changes. Act as a systems super user, providing support to users and assurance around the accuracy and timeliness of data.

9. Maintain operational instructions to reflect new working practices and, where necessary, update public guidance. Assist in the preparation of public communications plans before, during and after any transition, and develop and provide customer support.

Statutory Responsibilities

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

Organisational Structure

Office of the Chief Executive

Customer and Local Services

Children, Young People, Education and Skills

Health and Community Services

Justice and Home Affairs

States Treasurer and Exchequer

Growth, Housing and Island Environment

Strategic Policy, Performance and Population

Chief Operating Office

Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to A level standard or equivalent with evidence of strong numerical, analytical and literacy skills.	
Knowledge	Knowledge of project management methodologies	Knowledge of: Government of Jersey specific databases and project management applications
Technical / Work-based Skills	Detail orientated, analytical and inquisitive. Excellent written and verbal communication skills Demonstrable skills using products including Microsoft Work, Excel, Powerpoint, Project and Power BI. An understanding or experience of interfaces (e.g. API) between systems and applications	
General Skills/Attributes	Ability to work accurately with minimum supervision. Ability to deal with difficult, complex, sensitive and contentious customer service issues Ability to look objectively at a situation to ensure that all outcomes are thoroughly assessed before deciding on the appropriate course of action. Ability to build and manage effective stakeholder relationships	

Experience	Experience of business change and / or IT project management, software testing and development	

Delete as appropriate:

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 6 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.