

Head of Change Delivery

Department: Justice and Home Affairs
Division: Justice and Home Affairs Directorate
Reports to: Director General, Justice and Home Affairs
JE Ref: JHA1090

Grade: CS14

JE Date: 04/07/2022

Job purpose

Leading on strategic change for the Justice and Home Affairs (JHA) Department to achieve the department's mission statement for Jersey to be a desirable place to live, work and visit, because people are safe and feel safe, and deliver on the JHA strategic objectives, which are based on the principles of prevent, protect, respond and enable.

Effective management of the portfolio of change projects, both revenue and capital, the investment budget for change projects and the resourcing requirement for successful delivery, with the authority to drive and support transformation change programmes that deliver strategic objectives, in line with the Government Plan and the Departmental Operational Business Plan.

The change portfolio spans all the Services in JHA, providing a wide variety of topic, task and challenge in the role.

Job specific outcomes

1. Determines appropriate operational outputs from GoJ and JHA strategy in order to deliver a clear vision and case for change and return on investment for the overall programme of change and continuous improvement projects, working closely with the JHA Heads of Service, and the JHA Business Support Unit in a dynamic and coordinated way to collectively achieve success
2. Acts as the subject matter expert on specific change programmes, systems integration, and delivering best practice improvement strategies in order to ensure that the design of the overall JHA change programme is appropriate and achievable, working closely with the JHA Head of Business Support.
3. Defines and rolls out change and continuous improvement projects within agreed parameters (e.g. resources, budget and timescales) in order to build the required organisational capacity and capability that can deliver the agreed financial and non-financial benefits.
4. Deals with complex and competing priorities to ensure high-quality project solutions that deliver outcomes to meet business objectives.
5. Prepares policy recommendations that are appropriate for the nature, scale and urgency of the projects within the business to deliver on the overall vision for change and delivery plans.

6. Provides quality assurance to the department on the delivery of projects, including insightful, concise and timely reports and programme presentations to support the JHA Senior Leadership Team.
7. Implements new change methodologies and tools and ensures their effective use to embed change capability “in the business” which will support project performance improvement across the organisation.
8. Builds strong and positive networks of senior relationships with senior internal stakeholders and external partners, working collaboratively to shape the benefits and schedule change initiatives to deliver cost effective and timely projects.
9. Owns personal and team’s professional development and motivates colleagues and stakeholders across the Department and wider, to develop organisational capability in designing and delivering change projects that deliver cost and service improvements.
10. Implements exceptional Programme and Project governance, ensuring high quality and cost-effective service provision that is safe. Ensures that systems, processes and information flows are in place to maintain oversight of risks and issues, establishing metrics and evaluation that is valid and fit for purpose.

Statutory responsibilities

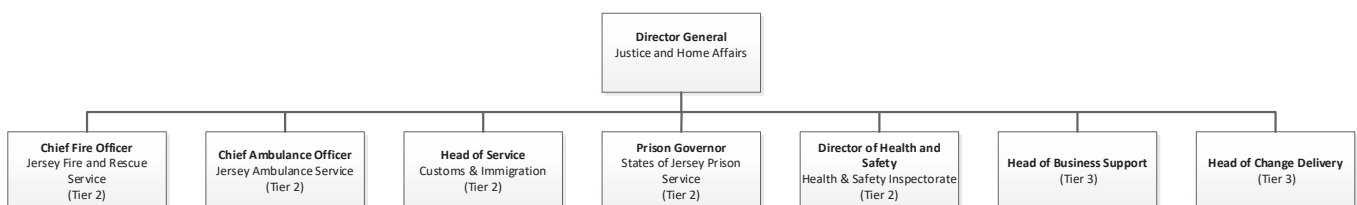
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)

NA (will be Tier 3 but no specified Services as it is a Department wide role)

Organisational structure



ONE GOVERNMENT DEPARTMENTS



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications</p>	<p>Educated to degree level in a subject that demonstrates a high level of literacy and equivalent qualifications or experience</p> <p>Holds one or more recognised programme, project or change management qualifications (e.g. MSP, PRINCE2, AGILE, Lean, etc.)</p>	
<p>Knowledge</p>	<p>Specialist knowledge of programme management methodologies and governance.</p> <p>Detailed knowledge of implementation and benefits realisation of systems in support of business change and continuous improvement.</p> <p>Strong working knowledge of design, implementation and service management areas such as systems integration, requirements definition, infrastructure and installation.</p>	<p>Knowledge of Government of Jersey financial processes and Public Finance Law.</p> <p>Knowledge of Government of Jersey structures and central GoJ project management processes.</p> <p>Knowledge of Government of Jersey initiatives that are interdependent with JHA programmes and modernisation projects.</p>
<p>Technical / Work-based Skills</p>	<p>Analytical skills to understand highly complex problems or situations, select the appropriate approach to resolve the problem.</p> <p>Ability to turn strategy into reality and plan a highly complex programme of work considering interdependencies, resource and cost implications.</p> <p>The ability to scope, plan, implement and realise the benefits of a project through interpretation</p>	

	<p>of quantitative and qualitative information.</p> <p>Demonstrable skills using programmes such as Microsoft Project and Excel.</p>	
General Skills/Attributes	<p>Provide and receive highly complex, sensitive and contentious information, negotiate with senior stakeholders on difficult and controversial issues, and present complex and sensitive information to large and influential groups.</p> <p>Ability to produce high-quality, easy-to-understand written reports and presentations, which may include succinct summaries of highly complex situations.</p> <p>Persuade senior stakeholders of the respective merits of different options, innovation and new opportunities.</p> <p>Negotiate on difficult and very complex issues.</p>	
Experience	<p>Budget management experience.</p> <p>Leading the development and delivery of strategy.</p> <p>Project/programme/change management experience.</p> <p>Experience in the planning, management and delivery of change and continuous improvement projects.</p> <p>Demonstrable experience in senior stakeholder management.</p> <p>Successful delivery of multiple projects across the full lifecycle, from planning through to implementation and benefits realisation</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 Government of Jersey tier 1 to 3 core accountabilities, attributes and behaviour indicators.