

## Senior Business Support Officer

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**Department:** Justice and Home Affairs

**Division:** Business Support

**Reports to:** Business Improvement Manager

**JE Ref:** JHA1092

**Grade:** CS08

**JE Date:** 24/10/2022

### Job purpose

Supporting the work of the Business Improvement Manager in offering process improvement and project management support to the wider JHA; coordinating statutory compliance activities for Jersey Customs and Immigration Service, and the other services if required. Due to the nature of the role police clearance to NPPV level 2 is a mandatory requirement.

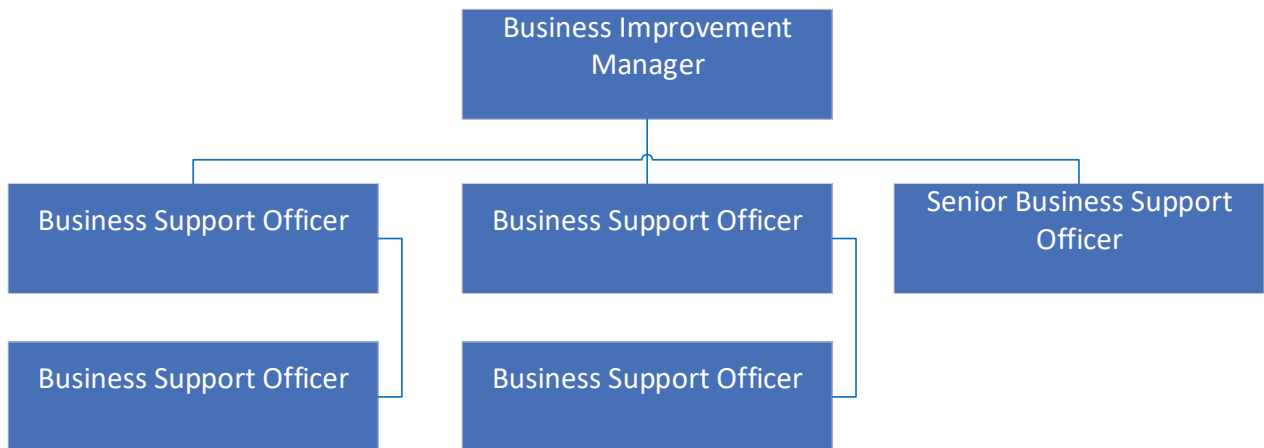
### Job specific outcomes

1. Provide coaching and guidance to colleagues or stakeholders to upskill and educate others in the business support services provided.
2. Identify and review administrative systems in place within departments, developing and improving processes and practices across the services.
3. Identify potential areas of compliance, vulnerability and risk, developing and implementing corrective action plans for resolution, working in collaboration with Heads of Service. Provide general guidance and recommendations on how to prevent or manage similar situations in the future.
4. Provide technical specialist support to the business on e.g. relevant business improvement activities/continuous improvement processes, completing complex technical activities, project planning, using specialist knowledge of existing procedures to support the business, contributing to their delivery of key objectives.
5. Review and interpret a range of information related to business improvement, advising the services of the appropriate action required, maintaining awareness and oversight of this activity, ensuring they are adhering to procedural and regulatory requirements.
6. Take ownership of and solve more complex and/or technical problems and issues across the department and within the administration service, ensuring service satisfaction and business improvement.
7. Support the Services when there are major incidents, co-ordinating and facilitating administrative support to ensure the Service in question can focus on responding to islanders' needs, in line with the overall Justice and Home Affairs strategy.

## 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

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications</b>	Educated to degree level or equivalent in a relevant discipline, or demonstrated equivalent experience in a business related role;	May be working towards a professional qualification;  Change management or process improvement qualification.
<b>Knowledge</b>	Has a level of theoretical understanding to be able to handle situations by working out problems from first principles as required;  , understanding of how to communicate effectively with colleagues in a diverse environment.	Knowledge of States of Jersey and emergency services (any of Ambulance, Fire, Customs and Prisons)
<b>Technical / Work-based Skills</b>	Be able to work across a number of different systems;  Excellent project coordination and delivery experience is essential in addition to the ability to navigate around potential roadblocks throughout the organisation.	
<b>General Skills/Attributes</b>	Has the ability to become authoritative on identified methods, systems and procedures used across four services;  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.	

<p><b>Experience</b></p>	<p>Administrative specialist, combined with industry experience, in a professional service area;</p> <p>Experience of compliance in a complex environment;</p> <p>Experience of understanding and undertaking compliance processes;</p> <p>Experience ensuring a company's policies and procedures comply with regulatory standards;</p> <p>Experience of undertaking processes and procedures across specialist areas;</p> <p>Experience of extracting, analysing and reporting on data;</p> <p>Substantial, broad practical work experience delivering complex administrative support across a complex service model;</p> <p>Comfortable balancing multiple, competing priorities and changes in scope/direction.</p>	
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## 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 5 core accountabilities attributes and behaviour indicators.