

Governance and Administration Manager

Department: Justice & Home Affairs

Division: Business Support Unit

Reports to: Head of Business Support

JE Ref: JHA1093.1

Grade: CS11-CS12

JE Date: 20/10/2022

Job purpose

The post-holder will ensure that the department and its arm's lengths functions, , are fully compliant with all legislative, contractual and mandatory requirements to minimize the risk of a legal or statutory breach, reputational damage, risk to vulnerable islanders. They will undertake this in their capacity as Data Governance Officer 'DGO' for JHA.

The post-holder will work with the Head of Business Support on all areas of governance developing and monitoring JHA's risk management control framework supporting directorates and managers and ensuring business risks are identified, monitored and mitigated.

This role is a link grade of 11 and 12. Grade 12 will be awarded on completion of an agreed set of performance related objectives whilst in the role.

Job specific outcomes

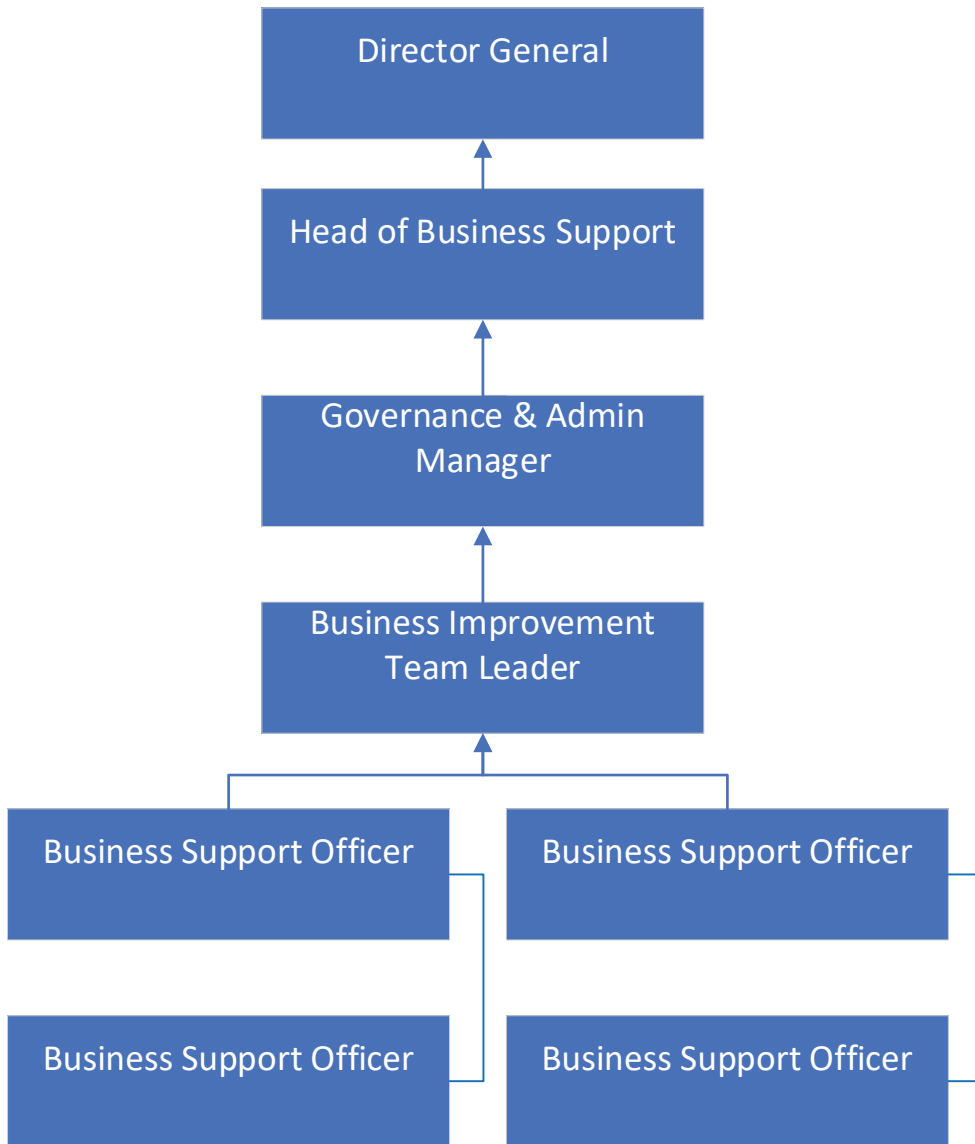
1. Provide expert advice, training and direction, and lead the design, implementation and delivery, of policy, procedures, processes and controls for the department's Directorates and its Arm's Length Functions. Working with Head of Business Support, implement risk management, business continuity, information security and records management, ensuring visible, robust leadership and compliance with all governance requirements, thereby mitigating the risk of a breach and/or legal action.
2. Act as the principal advisor for Data Protection, monitoring developments in the field corporately, locally and internationally in order to provide expert advice and information to the department and Arm's Length Functions and maintaining liaison with the Corporate Data Protection function; leading on providing specialist advice across JHA as required.
3. Lead the departmental processes for Customer Feedback, Freedom of Information and Subject Access Requests, Breaches and information data complaints ensuring that trends and emerging issues are identified, the resulting changes to practice or service delivery are developed and implemented the Sen
4. Act as the Department's principle and overarching Public Records Officer. Responsible for the creation, ongoing development, implementation and management of a comprehensive wide records management program to ensure common standards across all JHA Directorates and its Arm's Lengths Functions. This will include retention schedules and privacy statements.

5. To review and advise on the implementation and manage Data Sharing Agreements and Data Protection Impact Assessments (DPIAs) with other Departments and external bodies and act as department sign-off for DPIAs.
6. Provide professional and technical advice to the Senior Leadership Team, Senior Managers and Executive Officers across JHA, other Directorates including legal compliance, governance arrangements and service improvements. This will contribute to the implementation of major change projects within JHA and across Government, which will improve productivity, service delivery and outcomes for Islanders. (For example, the ITS project, Cyber Security Programme, Asset management, Information Security Management System, Records Transformation Programme, People & Culture Plans, Risk Management and Business Continuity, Data Privacy Framework).
7. Support the Department's and Arm's Length Functions audits of existing processes and technology to ensure compliance and provide mitigating recommendation.
8. Manage the Governance and administration function which includes a team of Business Support Officers who deliver governance and business support across JHA as part of their wider work. Provide professional support and guidance, undertake appraisals, deal with disciplinary matters, recruitment and selection decisions. Identify capability requirements and champion staff development, talent and career management to encourage learning and development.
9. Work with the Head of Business Support and Business Operations Manager to deliver risk framework and quality assurance programmes monitoring monthly with Managers and reporting quarterly to the Directorate SLTs and Department SLT.
10. Undertake any other responsibilities associated with those detailed above and deputise for the Head of Business Support on an exceptional basis.

Statutory responsibilities

- The postholder will have to comply with all relevant States Laws, such as the Health and Safety at Work (Jersey) Law 1989 and any other associated legislation, Standing Orders, Financial Directions, and other relevant Codes of Practice, in respect of managing the key project deliverables of programmes and costs through the active management of procurement, approval, financial and administrative procedures.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work (Jersey) Law, 1989
- To work in accordance with the Data Protection (Jersey) Law;

Organisation chart



Personal Attributes

Personal Attributes 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 4 core accountabilities attributes and behaviour indicators.

Person Specification

	Essential	Desirable
Qualifications	<p>A relevant degree and a professional qualification or higher degree e.g. economics, governance or public sector.</p> <p>A recognised management qualification</p>	<p>Project Management e.g. PRINCE2</p> <p>Records Management qualification</p> <p>Data Protection Certificate</p>
Knowledge	<p>Knowledge of all aspects of corporate governance including risk management, business continuity, information security and wellbeing</p> <p>An understanding of the needs and challenges of working with high profile Arm's Length Functions / Bodies</p> <p>Understanding of operational business management</p> <p>Understanding of corporate change and governance projects across government and the role of departments. Ability to contribute from a position of significant knowledge and experience.</p> <p>Proven ability to utilise advanced knowledge, experience and judgement to analyse and interpret highly complex and multifaceted problems and to generate practical solutions.</p> <p>Knowledge of cultural change and mechanisms for stakeholder engagement and co-production; understanding of the importance of partnership working.</p> <p>Demonstrable knowledge and understanding of the challenges that face Jersey for the future alongside the understanding on government information security processes.</p> <p>Knowledge of behavioural influences. Understanding of organisational effectiveness and business excellence, in both private and public sector, policy and governance requirements across the public private and voluntary sectors.</p> <p>Detailed understanding of the strategic, legislative and political frameworks.</p> <p>Knowledge of relevant Jersey Law, including legislative and political frameworks.</p>	<p>Understanding of government information security processes.</p> <p>Knowledge of behavioural influences.</p> <p>Understanding of organisational effectiveness and business excellence in both private and public sector.</p>
Technical / Work based skills	<p>A strong personal presence, effectiveness and credibility with a diverse range of stakeholders.</p>	<p>Understanding of risk assessments and action planning.</p>

	<p>Ability to challenge and negotiate with stakeholders to implement and adhere to legal and policy requirements and to improve performance; willing to lead challenging conversations where necessary.</p> <p>Highly developed business and reasoning skills, with evidence of working at pace in a complex multi-stakeholder environment to design and implement governance, operational and improvement programmes.</p> <p>A practical and pragmatic approach to problem solving. Ability to communicate multi-strand, technical/legal, complex, sensitive and contentious information.</p> <p>Organised; able to deal with multiple competing priorities and a high workload.</p> <p>Experience of robust programme management, including risk identification, mitigation and reporting.</p>	
<p>General Skills/Attributes</p>	<p>Highly resilient, maintaining effectiveness under significant pressure.</p> <p>Ability to work independently and autonomously.</p> <p>Ability to motivate employees while guiding them through difficult change and delivering on objectives.</p> <p>Excellent presentation and communication skills to communicate complex, sensitive or contentious information</p> <p>Excellent writing skills; ability to create documents, communications materials and supporting government publications which explain complex issues clearly and simply.</p> <p>Political awareness and the ability to make challenging decisions under pressure.</p>	
<p>Experience</p>	<p>Experience of devising and implementing robust corporate governance systems.</p> <p>Experience of engaging with stakeholders at all levels including Ministers.</p> <p>Experience of successfully contributing to projects which impact across government services from a governance perspective</p> <p>Experience of representing the views of senior managers to ensure that organisational policy, political, and communications priorities are fully understood by internal stakeholders.</p> <p>Experience of process design, management, measuring outcomes and performance indicators.</p>	

	<p>Experience of robust programme management, including risk, mitigation and reporting.</p> <p>Experience of successfully leading the development of delivery plans to meet strategic priorities.</p>	
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