

## Head of Business Support

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**Department:** Justice & Home Affairs

**Division:** Business Support and Shared Services

**Reports to:** Director General – Justice and Home Affairs

**JE Ref:** JHA1097.1

**Grade:** CS14

**JE Date:** 22/02/2023

### Job purpose

Responsible for the development, co-ordination and implementation of departmental business support functions and initiatives, including information and functional areas, across Justice and Home Affairs.

A member of the Justice and Home Affairs (JHA) Senior Leadership Team, supporting the development and delivery of strategies to enhance public safety, public confidence in JHA functions, and the services provided to the public or other areas of strategic importance as determined by the Director General.

Lead hub and spoke teams responsible for implementing and maintaining operational governance and control frameworks, including Risk Management, Information Management and Security, Records Management, Business Continuity, Performance and Planning, and Business Improvement, Health and Safety.

### Job specific outcomes

1. Identify, develop and influence strategic partnerships that will support the delivery of JHA's strategic goals or broader Public Sector requirements. In particular, work closely with the Home Affairs Minister, other States politicians, senior leaders and key stakeholders in other agencies, government departments and the voluntary sector.
2. Lead on the implementation of JHA projects, activities and change programmes, advising on matter of business and change management at any key decision and leadership forums working closely with the JHA Head of Change Delivery
3. Lead officer for the strategic, operational and business management of information and functional services, implement operational policy and procedures to ensure the department is compliant with all relevant legislation, financial process management, continuous improvement and KPIs.
4. Ensure delivery and implementation of any strategic organisational performance and transformation programmes, collaborating with colleagues within JHA and the Government of Jersey (GoJ) to encourage a learning organisational culture, focused upon improvement and high performance.
5. Lead on the creation and development of the department's business plan and JHA input to the Government Plan and other Government wide plans and responsible for the reporting and co-ordination of the department business continuity plan, ensuring that it is kept up to date and that it is regularly tested.

6. Monitor performance and outcomes against objectives contained in the department's business plans, ensuring that JHA activities meet the requirements of the Government Plan and that strategic business plans are being achieved. Representing the department as statistical and analytical data lead, ensuring compliance with relevant statutory codes of practice.
7. Put mechanisms and processes in place to establish and gather customer feedback, feeding the data/outcomes into department's business plans.
8. Lead for the ongoing review of the department's Information Security and Management strategies, ensuring highly sensitive and highly confidential information is managed and retained in line with the relevant data protection legislation.
9. Lead and direct for the reporting and co-ordination of the departments risk and internal control and compliance matters, ensuring that risk and issue registers are kept up to date and that mitigating actions are monitored for completion, implementing business continuity plans and reducing the JHA and GoJ exposure to risk.
10. Manage the department's budget on behalf of JHA, including monitoring of in year spend against allocation, working with Finance Business Partners to identify and mitigate financial risks.
11. Responsible for the learning and development department withing JHA, ensuring compliance with the varied statutory and mandatory requirements across the services.
12. Scope and manage the commissioning of specific areas of work (programmes / strategies) required when capability or capacity is not available either within the department or within GoJ.
13. Represent JHA at Senior Board level and Deputise for the Director General when required.

### **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 job holder is not permitted to undertake political activity involving standing for election to the Government 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)**

Oversee business support for: JHA Directorate, Fire & Rescue (incl. Emergency Planning), Ambulance, Prison, Customs & Immigration, Health & Safety Inspectorate, Jersey Field Squadron and the Superintendent Registrar<sup>1</sup> and relationships and governance of JHA's ALOs.

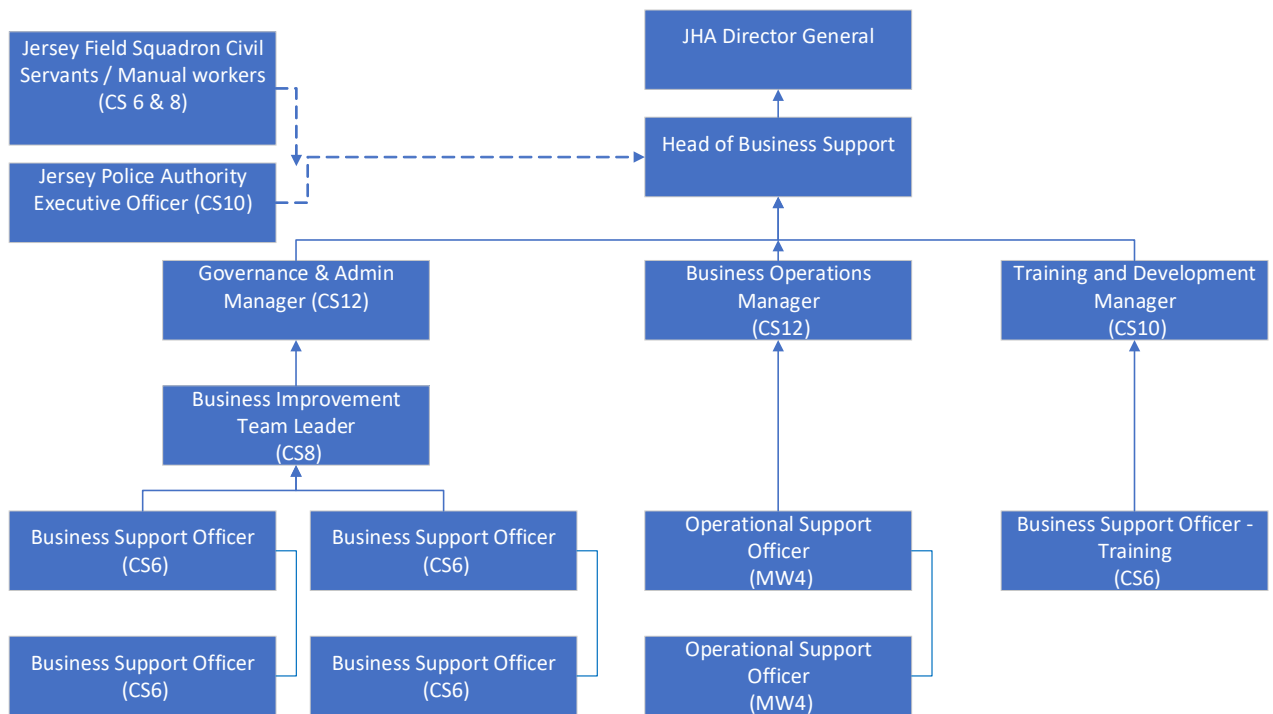
Functions consist of the following personnel and administration (including engagement and wellbeing of the direct reports to this role), supply management, Information Security management (including data protection), training and development (specialist and generic including Health and Safety), demand planning, finance management and purchasing (in line with financial directions), business continuity, risk management, continuous improvement and, quality of service and KPIs. Manage key relationships with senior stakeholders.

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<sup>1</sup> From 3 January 2023

## Organisation chart

### Business Support & Associated functions



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<p>Qualified to degree level in a business management qualification, or relevant experience;</p> <p>A recognised qualification in Governance, Risk &amp; Compliance</p>	<p>PRINCE2 and/or MSP or similar.</p> <p>GDPR Practitioner</p>
<b>Knowledge</b>	<p>Knowledge and understanding of the challenges that the GoJ faces, match with an understanding of the policy and governance requirements for the department accountabilities with their role;</p>	<p>Strong local political and international awareness and social drivers.</p> <p>Ability to research, understand and operationalise relevant legislation.</p>

	<p>Knowledge of risk management processes and data protection laws and regulations and protocols</p>	
<p><b>Technical / Work-based Skills</b></p>	<p>Experience in the use of computers, as well as good keyboards skills.</p> <p>Experience in managing projects and programmes.</p>	<p>Familiarity in any of the following areas would be advantageous: health and safety, complaints, financial management, data protection.</p> <p>Flexible approach towards working in a digital environment.</p>
<p><b>General Skills/Attributes</b></p>	<p>Strong leadership skills with the ability to motivate employees through change whilst delivering the departmental objectives in line with the overall vision.</p> <p>Sound political judgement, with the ability to comprehend multi-strand, technical and complete information, which can be politically sensitive, controversial and contentious.</p> <p>Excellent interpersonal, negotiating and influencing skills is required, sometimes at a senior or political level to build relationships.</p> <p>Ability to understand and interpret complex issues in order to offer advice based on a sound understanding of government wide operational matters.</p> <p>Ability to apply critical thinking, applying this insight in a practical and engaging manner with the ability to make 'the right choice' often under pressure, where there is not a simple, or single option; Capacity to apply creative and business-like approaches to managing organisational performance and the delivery of costs effective and efficient outcomes.</p> <p>Ability to professionally challenge any views, responses or decisions.</p>	
<p><b>Experience</b> <i>This is the proven record of experience</i></p>	<p>Must have proven, demonstrated experience in leading business, performance and change management activities to enable the effective oversight</p>	

<p><i>and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>of critical business priorities and delivery plan, including the reform of key service sectors;</p> <p>Experience of working in, developing and sustaining a culture that meets the needs of and engages with customers and staff within an inclusive, open and high-performing environment;</p> <p>Demonstrable track record of leading, motivating and managing teams to achieve high performing and significant sustainable service improvements and outstanding results, within agreed budgets to meet agreed targets and strategic objectives, with an organisation of comparable scope and complexity; ensuring that there is sufficient capacity and capability within the team:</p> <p>Ability to be a proactive, credible and authoritative voice on behalf of the department with evidence of successful collaborative working with senior figures and counterparts, and other influential stakeholders;</p> <p>Demonstrate significant experience of working in a senior role in a political environment and evidence of the ability to challenge, influence and negotiate with a wide range of stakeholders and partners to achieve outcomes, whilst building and developing strong relationships;</p> <p>Experience of managing budgets.</p>	
<p><b>Criteria relating to Safeguarding</b> <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>This post holder requires high levels of personal resilience.</p> <p>Is exposed to confidential, sensitive unsavoury information.</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 States of Jersey tier 1 to 3 core accountabilities, attributes and behaviour indicators.