

## Building a Safer Community - Support Officer

**Department:** Justice and Home Affairs

**Division:** JHA Directorate

**Reports to:** Head of Change Delivery

**Job ref:** JHA1099

**Grade:** CS09

**JE Date:** 24/11/2022

### Job purpose

As the Government of Jersey point of contact, manage and coordinate the JHA schools engagement programme, coordinating a range of stakeholders as part of a preventative education service delivering early warning interventions within schools. Undertake regular quality checks, ongoing research, and reviews to ensure the programme is kept up to date with current trends and is aligned to government policies and strategies.

Support the delivery of JHA's wider portfolio of projects and workstreams including the 'Building a Safer Community (BaSC)' strategy, maximising the use of stakeholder resources by identifying and minimising duplication of effort.

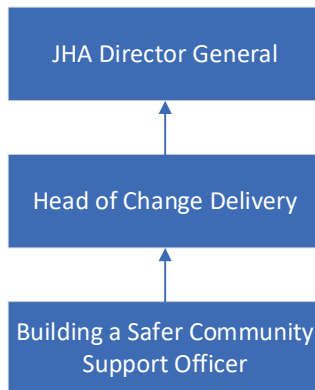
### Job specific outcomes

- Responsible for the effective planning, management, reporting and coordination of the JHA Schools Engagement programme. Additionally assist in the delivery of wider BaSC strategy items and wider JHA projects.
- Create a culture of continuous improvement by consistently reviewing existing systems and processes through developing an understanding of current practices to drive innovative thinking to simplify and optimise processes.
- Define and determine change objectives and project requirements through facilitation of workshops with both external and internal stakeholders from across the organisation to drive user participation and effective requirements gathering.
- Adapt working style to meet multiple delivery mechanisms to ensure successful delivery across multiple methods.
- Conduct ongoing research to capture emerging requirements to support outcomes.
- Communicates changes, enhancements, and modifications of business requirements – verbally or through written documentation to project managers, sponsors and other stakeholders so that issues and solutions are understood.
- Confidently deliver presentations or subject matter to a wider audience.
- Able to work independently, under their own initiative, taking responsibility for the delivery of the programme.
- Manage and resource ad-hoc early warning intervention requests with stakeholders.
- Support wider government initiatives (i.e. BaSC) as well as developing relationships with external stakeholders to further identify, support and develop targeted interventions when required.

- Act as a point of contact across JHA for initiatives that may link into the BaSC strategy as well as identifying current initiatives to avoid duplication across the service thus ensuring a coherent and joined up delivery from conception.

### Statutory responsibilities

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



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications. Please state the level of education and professional qualifications and / or specific occupational training required.	Educated to A-level in a subject with a high degree of analytical or numerical content, or demonstrate such a level of equivalent qualifications and experience	Educated to degree in a subject with a high degree of analytical or numerical content, or demonstrate such a level of equivalent qualifications and experience
Knowledge. This relates to the level and breadth of practical knowledge required to do the job (e.g., the understanding of a defined system, practice, method or procedure).	<p>In depth knowledge of Business Analysis frameworks and methodologies, including Agile and Waterfall.</p> <p>Knowledge of GOJ perform project management platform.</p> <p>Knowledge of how Government departments align, and a strong awareness of current government strategies and priorities.</p>	An understanding of the Education system in Jersey

<p>Technical / Work-based Skills This relates to the skills specific to the job, e.g., language fluency, vehicle license etc.</p>	<p>Detail oriented, analytical and inquisitive.</p> <p>Extremely organized with strong time-management skills.</p> <p>Demonstrable IT skills using such as Microsoft Word, Excel, PowerPoint and the Perform Software.</p> <p>Driving Licence.</p>	<p>Project Management qualification</p>
<p>General Skills/Attributes This relates to more general characteristics required to do the job effectively, e.g., effective written communication skills, ability to delegate, motivation or commitment etc.</p>	<p>Ability to impact operations and effect change without being confrontational.</p> <p>Ability to work independently and collaboratively with others.</p> <p>Excellent interpersonal skills.</p> <p>Ability to seek information or research in order to problem solve for agreed outcomes.</p> <p>Ability to build and effectively manage stakeholder relationships at all levels.</p> <p>Ability to coordinate and manage stakeholder meetings, assimilating information into meaningful outcomes.</p> <p>Good time management skills and the ability to prioritise workload to meet commitments.</p> <p>Able to communicate effectively using a variety of media.</p> <p>Customer and change orientated.</p>	
<p>Experience This is the proven record of experience 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).</p>	<p>Experience of Business Analysis in a similar organisation.</p> <p>Experience of managing multiple workflows efficiently.</p> <p>Experience in handling sensitive information and using tact with matters that may affect others.</p> <p>Proven track record of achieving objectives on time.</p>	<p>A background of working with or in Education in Jersey</p>

## 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 6 core accountabilities attributes and behaviour indicators.