

## JHA Training Support

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**Department:** Justice and Home Affairs

**Division:** Business Support

**Reports to:** Head of Business Support

**JE Ref:** JHA561

**Grade:** CS06      **JE Date:** 13/08/2020

### Job purpose

To administer and provide comprehensive support to the Business Support function, and across the Justice and Home Affairs in the efficient running of all training and development activities.

The role will improve upon existing training and delivery programmes across the services ensuring to support the front line.

### Job specific outcomes

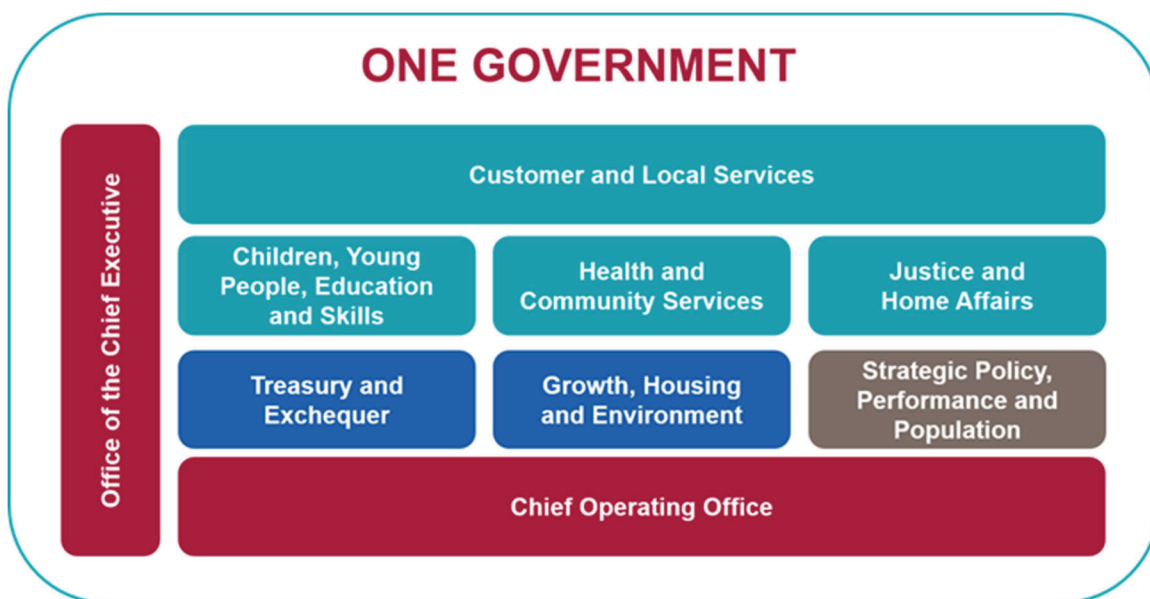
1. Provide administrative support, assisting in the coordination and organisation of training courses, events, registration for relevant examination boards for colleagues within Justice and Home Affairs. This includes producing a training and education plan supporting current and future needs covering all areas across JHA.
2. Provide insight and guidance to support the JHA Business Management function to drive efficiencies from the non-staff spend associated with training and development.
3. Assist in the design and development of a comprehensive database system for recording the training and development of JHA personnel. Continually maintain the database ensuring that records are accurate, accessible and complete.
4. Undertake a range of administrative tasks including designing and producing training certificates for presentation to course participants, maintaining and organising the departmental filing system (manual and computerised), and assisting with maintaining the relevant Human Resources Information System.
5. Through liaison with relevant central GoJ departments, ensure relevant qualified front line staff are registered to practice within each of the JHA services.
6. As the central point of contact for training, provide any relevant information to and from departments (e.g. central learning and development initiatives).
7. Complete any relevant financial administrative processes required on behalf of management ensuring they adhere to the relevant finance public manual.
8. To maintain confidentiality of highly sensitive personal information to ensure compliance with data protection requirements.

9. Support the Services when there are major incidents, providing administrative support to ensure the Service in question can focus on responding to resident's needs.

### 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

*Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.*

*It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.*

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to A level or equivalent.</p>	
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Knowledge of operating and adjusting to working across a number of different systems, including some specialised</p> <p>Knowledge of supporting in a business administrative capacity</p> <p>A working knowledge of training and development on an administrative capacity, within a professional environment, with some understanding of current and emerging issues in L&amp;D</p>	<p>Knowledge of States of Jersey and emergency services (Any of Ambulance, Fire, Customs and Prisons)</p> <p>Understand the importance of training and development to the Justice and Home Affairs services.</p>

<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Have used computer systems to enter data and retrieve data. Proficient in using computer applications e.g. Microsoft Office. Attention to detail and ability to record information accurately with minimum supervision.</p> <p>Strong communication skills as postholder will have frequent contact with others but primarily for the purpose of giving and receiving information.</p>	<p>Have previously carried out financial processing e.g. code and check invoices amounts, purchase orders, credit card statements, petty cash and expenses claims</p>
<p><b>General Skills/Attributes</b> <i>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.</i></p>	<p>Able to accurately record information and data Ability to manage own workload within agreed timelines and escalate where issues arise. Organised and self-motivated. Communicate effectively with colleagues to request or transmit information, ask questions, get clarification, exercise tact etc.</p> <p>Be able to deal with routine challenges autonomously, some with a moderate level of complexity.</p> <p>Be able to operate within a number of specialised IT and software systems;</p> <p>Be able to carry out skills, complicated but established and activities.</p>	

<p><b>Experience</b></p> <p><i>This is the proven record of experience and achievement in a field, profession or specialism.</i></p> <p><i>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>Practical relevant work experience in the provision of broad administrative support within a complex business model</p> <p>Ability to manage a varied workload.</p> <p>In depth understanding of administrative methods that have been learned through direct job experience.</p>	<p>Involvement in e-learning as provider, deliverer, or learner.</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 6 core accountabilities attributes and behaviour indicators.