

Operations Manager

Department	Law Officers' Department	
Reports to	Practice Director	
JE Ref	LOD1000	
Grade	12	JE Date: 11/2/2021

Job purpose

The Operations Manager is responsible for the effective operational management of the Law Officers' Department (LOD).

The Operations Manager provides leadership and direction of the delivery model ensuring it is in line with the Lexcel Standards of 'excellence in legal practice management and client care'.

Job specific outcomes

IT: Lead and develop the IT strategy for the Department. Process complex data and apply technical specialist knowledge in developing and maintaining the LOD's bespoke Practice Management System. Ensure that the Department's IT resources are used to their full potential, managing all other departmental hardware and software and IT training requirements. Project lead on the implementation of any new software used in the department, in particular the implementation and future customization of upgrades and changes to the Department's core Practice Management System. The Operations Manager also plays a lead role in the work to digitalise the Department's area of the Criminal Justice system and the Courts Digital project.

HR: Provide advice to line managers and implement HR policies in the Department in line with Lexcel Standards. Ensure that all HR policies are fully complied with in the LOD, including managing and developing the Department's Performance Management Review and Appraisal process, recruitment and selection and induction processes, Payroll modifications and rewards, training and development plans, student intern programme and staffing issues. Ad-hoc participation in the recruitment and selection process and case management for other departments, as requested by People Services.

Data Protection: The Operations Manager is the Data Protection Lead for the Department, responsible for all areas of the Department's data management and ensuring compliance with data protection legislation. This includes managing the Information Asset Register, responding to data breaches or incidents, completing Subject Access Requests (SARs) and Data Protection Impact Assessments (DPIAs).

Information and Records Management: Manage and develop the Information and Records Management systems and processes to ensure that the requirements of the Department are met, including managing the Retention Schedule, facilitating digital processes and running archiving projects to manage the Department's historical paper files across three sites. Departmental lead for the GoJ Cyber Security Programme.

Health & Safety: As Health & Safety Lead, ensure the Department complies with all Government of Jersey Health & Safety policies, including workstation and fire safety to maintain the Department's safety rating.

Facilities: Project lead for workspace reconfigurations. Ensure that the changing office needs of the Department are met, catering for increased headcount, requirements for additional secure working areas and changes to working patterns (office / open plan).

Lexcel: Develop and maintain Lexcel processes and procedures in order to gain annual Lexcel accreditation, as assessed by an external, independent assessor, for 'Excellence in legal practice management and client care'.

Business Continuity: Lead and develop the Department's Business Continuity Plan, including, implementing and testing the plan in order to maintain a high standard of service during disruptive incidents such as the Covid-19 response. Ensure all staff are aware of the actions required as part of the business continuity process.

Project management: Represent the LOD in cross-departmental projects to ensure efficient processes and working with GoJ and non-ministerial departments.

Support staff: The postholder has three direct reports and ensures best working practices for the Department's administration team of 15 staff, including monitoring performance and ensuring that training needs are identified and met.

Stakeholders: Liaise with key stakeholders, suppliers and contractors on a daily basis to ensure efficient and effective processes and value for money. Stakeholders include: Corporate and People Services, Modernisation and Digital, Corporate Health & Safety, Corporate Data Protection Team, Information Management, Corporate Risk Management, Jersey Property Holdings, Office of the Information Commissioner, States of Jersey Police, Jersey Archive and other non-ministerial departments. Suppliers and contractors include hardware and software suppliers, architects, builders and service providers.

Cover/Acting up duties: Stand in for Practice Director as required.

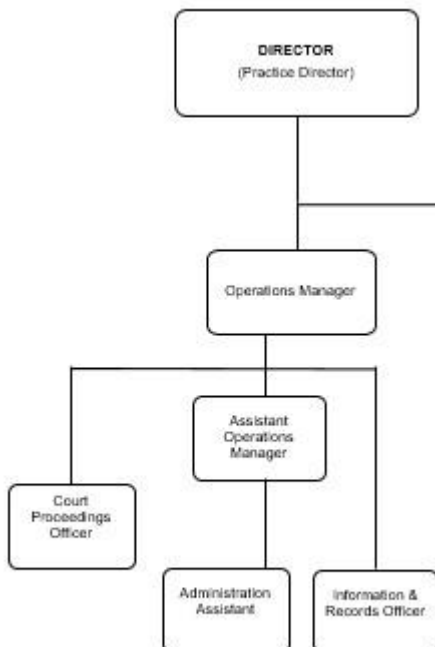
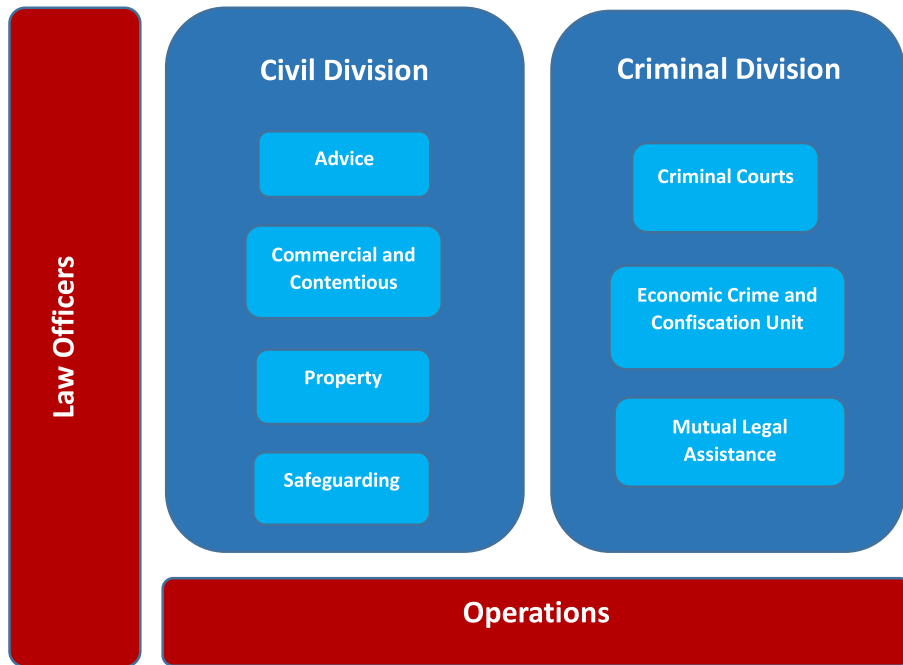
Statutory responsibilities

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 jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure

Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to degree level (or equivalent) At least Level 6 Management qualification (or equivalent)</p>	<p>Project management qualification</p>
<p>Knowledge <i>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).</i></p>	<p>Have experience of working to an accredited quality system such as IIP, ISO or Lexcel Excellent project management skills. Broad knowledge of and familiarity with HR Policies in a large organisation. Specialist knowledge of Data Protection regulation and compliance. In depth knowledge of Health and Safety regulations</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Highly proficient use of Microsoft Office applications. Experience of Practice Management Systems. Awareness of broader developments relevant to legal processes and practice management. Strong track record of developing and implementing policies and processes.</p>	
<p>General Skills/Attributes <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>Excellent organisational skills with the ability to prioritise time and manage workload. Be able to work effectively under pressure. Strong interpersonal skills including negotiating, motivating, influencing and relationship building. Effective delegation in order to manage workloads and achieve targets. The ability to communicate effectively at all levels both orally and in writing to staff and external contacts.</p>	

	<p>The ability to deal with challenging and difficult situations in a professional, confidential and appropriate manner.</p> <p>The ability to provide advice, support and training to members of the team on administration processes.</p> <p>Highly developed judgement essential to assess, plan and resolve differing, often complex, cases and situations.</p> <p>Skilled analytical thinker with the ability to critically assess requirements and select 'best fit' approach in meeting departmental needs.</p> <p>The ability to set and work within own deadlines, meeting target completion dates for implementing projects.</p>	
<p>Experience <i>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).</i></p>	<p>Five years relevant experience in a managerial position Experience of managing successful projects to completion.</p> <p>Experience with Business Continuity planning.</p> <p>Experience of managing a significant team containing experienced professionals or a complex project or activity with strategic influence and significant impact upon the department.</p> <p>Experience of developing innovative solutions.</p> <p>Experience of managing conflict and sensitive issues and achieving positive outcomes.</p> <p>Experience of delivering strategic priorities within strict timelines.</p> <p>Experience of working with and influencing senior management.</p>	<p>Experience in a public sector legal environment, private practice law firm or a professional services firm.</p>