

Assistant Operations Manager

Department	Law Officers' Department	
Reports to	Operations Manager	
JE Ref	LOD1001	
Grade	10	JE Date: 11/2/2021

Job purpose

The Assistant Operations Manager supports the Department's Operations Manager to ensure effective operational management of the Law Officers' Department (LOD).

The Assistant Operations Manager manages 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: Development and maintenance of the Department's bespoke Practice Management System. Provide user training to all LOD staff. Ensure that the Department's IT resources are used to their full potential and manage all other departmental hardware and software requirements and training. Key role in 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. Contribute to projects working to digitalise the Department's area of the Criminal Justice system and the Courts Digital project.

HR: Provide advice to Line Managers and manage day to day HR processes ensuring policies are fully complied with in the LOD. This includes the Department's Performance Management Review and Appraisals process, recruitment and selection, training and development plans being the first point of contact for HR queries. Manage the induction process for all staff joining the LOD including identifying what is required for all staff to carry out their duties.

Data Collection: Data Collection Officer responsible for collating and presenting Management Information to ensure progress against the Department's KPIs in the annual Business Plan.

Information and Records Management: Working closely with the Operations Manager in managing and developing Information and Records Management systems and processes to ensure compliance with Lexcel Standards and current legislation. Advise on and implement best practice processes facilitating digital processes and running archiving projects to manage the Department's historical paper files across three sites.

Health & Safety: Ensuring that the LOD complies with all Government of Jersey Health & Safety policies, including monitoring and developing all aspects of the Health, Safety and Wellbeing plan.

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

Facilities: Contribute to or lead on building refurbishment projects ensuring that the office needs of the LOD are met, catering for increased headcount, requirements for additional secure working areas and changes to working patterns (office / open plan).

Lexcel: Monitor 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'.

Data Protection: Support the Operations Manager in ensuring compliance with data protection legislation. This includes responsibility for evaluating and completing complex Subject Access Requests where large volumes of historic and potentially sensitive and/or legally privileged data have to be reviewed and decided upon within short time frames.

Business Continuity: Support the implementation and testing of the Department's Business Continuity 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. Evaluate current operational processes and implement and train staff on best practice processes and technologies.

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, Information Management, Jersey Property Holdings, Jersey Archive and other non-ministerial departments. Suppliers and contractors include hardware and software suppliers.

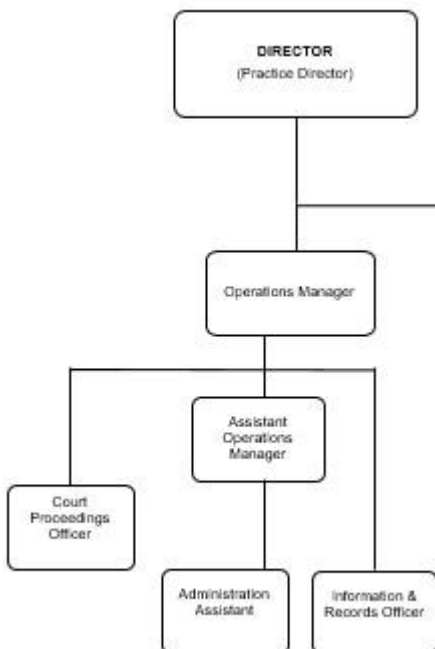
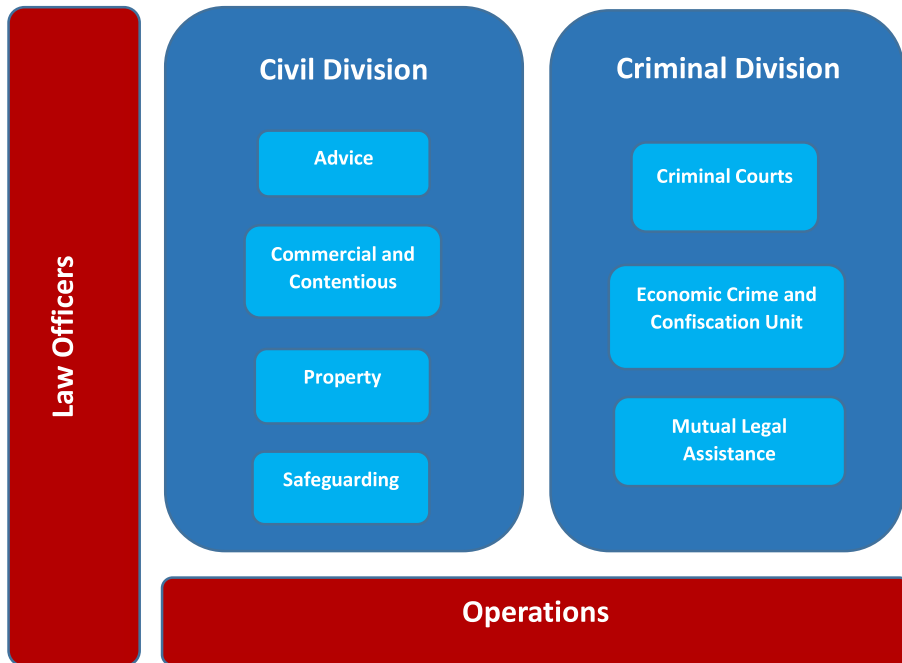
Cover / Acting up duties: Stand in for Operations Manager as required.

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.

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 in a relevant discipline, or demonstrated equivalent experience in a business related role;</p> <p>Management/ supervisory qualification or relevant line management experience</p>	<p>A change management / project management or process improvement 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>Thorough knowledge and understanding of working practices, policies and procedures relevant to an operations role.</p> <p>Knowledge of people management activities, understanding of how to communicate effectively with colleagues in a professional services environment.</p>	<p>Knowledge of Government of Jersey policies. Knowledge of legal case management systems</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. Analytical and problem-solving capability Effectively analyse complex and sensitive information</p>	<p>Experience of HR and financial systems</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 interpersonal skills, motivating staff and creating a strong team-working environment.</p> <p>People management skills, to be able to manage direct reports and influence behaviours of admin staff and legal advisers;</p> <p>Ability to become authoritative on identified methods, systems and procedures used across different teams and divisions.</p>	

	<p>Ability to communicate/ present complex information concisely and to a nontechnical audience;</p> <p>Demonstrate business maturity and integrity, especially when dealing with highly confidential information;</p> <p>Strong analytical and problem-solving ability;</p> <p>Ability to provide advice, support and training to members of the team on administration processes.</p> <p>Ability to work under pressure to deadlines:</p> <p>High degree of self-motivation, trust and integrity.</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>Experience ensuring a company's policies and procedures comply with regulatory standards;</p> <p>Experience of developing, and undertaking processes and procedures across specialist areas;</p> <p>Experience of extracting, analysing and reporting on data;</p> <p>Substantial, broad practical work experience delivering complex administrative support across a complex service model;</p> <p>Comfortable balancing multiple, competing priorities and changes in scope/direction.</p> <p>Experience of managing successful projects to completion</p> <p>Experience of managing/supervising staff</p>	<p>Experience in a public sector legal environment, private practice law firm or a professional services firm.</p>