

Business Performance and Planning Manager

Department: Office of the Chief Executive Division:

Ministry of External Relations & Communications Directorate

Reports to: Group Director – External Relations

Dotted line to Director - Communications

JE Reference: OCE1000.2

Grade: 13

JE Date: 29/9/2021

Job purpose

To ensure that the Ministry of External Relations and the Communications Directorate are fully compliant with all legislative, statutory, contractual and mandatory requirements.

To provide strategic and operational leadership of business management and corporate governance functions, including performance improvement, organisational and cultural change (as required), and to minimise the risk of a legal or statutory breach (including financial), reputational damage and non- delivery of Government priorities.

Job specific outcomes

Working closely with each senior team, lead External Relations and Communications' contribution to the Operational Business Plan, Departmental Annual Report, the Government Plan, annual 6 Month Report, and other Government wide plans as appropriate. Monitor performance and outcomes against objectives and KPIs contained in the relevant plan.

Oversee each area's corporate governance function, providing visible and robust leadership and ensuring compliance with all corporate governance requirements. Provide advice, training and direction to the Group Director, Director and wider teams as required, and lead the design, implementation and delivery of new or revised corporate policy and procedures, including for External Relations' overseas offices.

This will include:

- Risk management - co-ordination of risk and internal control & compliance matters, ensuring that risk and issue registers are kept up to date and that mitigating actions are monitored for completion.
- Business Continuity - fulfilling the role of Business Continuity Lead and implementation of business continuity plans.
- Information Management (information security and records management) – fulfilling the role of Data Champion, ensuring highly sensitive and confidential information is managed and retained in line with the Data protection (Jersey) Law 2018 and Government policy and standards. Lead on the development and maintenance of filing systems to enable accurate records management, adherence to retention schedules and effective version control.
- Health, safety and wellbeing policies.

Work collaboratively with key business partners (e.g. Finance, HR and ICT) to ensure financial and legal compliance, the effective use of resources (finance and people), and the efficient functioning of the Ministry, its overseas offices, and the Communications Directorate, which improves value for money for Islanders.

Manage budgets (c. £3m for External Relations; £2.2m for Communications) on behalf of the Group Director and Director respectively, including monitoring of year-to-date spend against allocation, working with Treasury colleagues to identify and mitigate financial risks. Work to increase knowledge and understanding financial management across the team, and act as a champion for training e.g. in Government systems, the drafting of business cases, corporate reporting and adherence to Jersey's Public Finance Law and Public Finance Manual.

Promote a positive and proactive learning culture where colleagues are encouraged and supported to take personal ownership of their career development. Champion the use of internal Learning and Development tools, such as Virtual College, My Development portal and other government wide learning initiatives to increase individual's capability. Ensure that all statutory and mandatory training is completed by colleagues.

Manage the Service Level Agreements/Memorandums of Understanding (SLAs/MoUs) with External Relations' overseas offices and other organisations who receive grants from the Ministry. This will include:

- Establishing effective working arrangements, trusted relationships and strong networks to secure value for money services (c. £1m in grants), which contribute to Government objectives and strategic priorities.
- Oversight of periodic reviews of grant relationships and performance monitoring, ensuring that services are delivered as required.
- Implementation of requirements and best practice as contained in the Public Finance Manual, Internal Audit and the Comptroller & Auditor General's recommendations.

Lead processes for complaints, Freedom of Information and Subject Access

Requests, ensuring that trends and emerging issues are identified, the resulting changes to practice or service delivery are developed and implemented and that all relevant stakeholders are briefed. Escalate as necessary to ensure a robust and consistent approach to maintaining stakeholder confidence, and work effectively with others to support the OneGov continuous improvement and learning environment.

Lead, direct and manage the business administrative function (either directly or through business partner arrangements) and colleagues in the teams who deliver governance and corporate policy functions as part of their wider work. Provide professional, expert guidance and advice on HR matters, deal with disciplinary matters, recruitment and selection decisions. In support of line managers, identify capability requirements and champion staff development, talent and career management, encouraging learning and development.

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)

- Corporate governance, ensuring compliance with statutory, mandatory and government requirements.
- Operational and business management, performance improvement.
- OneGov implementation, organisational development and leadership.
- Monitoring, reviewing and developing overseas offices

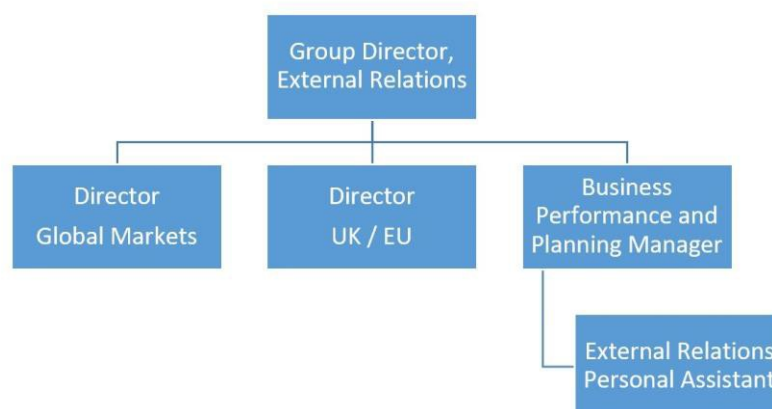
This is a Tier 3 role.

Organisational structure



Organisation chart

Ministry of External Relations



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications Please state the level of education and professional qualifications and / or specific occupational training required.</p>	<p>Degree OR equivalent specialist knowledge in a relevant discipline (e.g. finance, governance, business management)</p> <p>A level 7 post-graduate qualification OR equivalent gained by practical experience in a relevant specialism.</p> <p>One or more of the following:</p> <p>Leadership or Management qualification OR</p> <p>Project management qualification (PRINCE2/MSP) or equivalent OR</p> <p>A recognised qualification in Governance, Risk and Compliance such as ICSA or ICA</p>	<p>Change Management qualification</p> <p>GDPR Practitioner</p> <p>Records Management Certificate.</p>
<p>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>	<p>Understanding the needs and challenges of working with high profile organisations, and ability to operate at senior levels within them</p> <p>Knowledge of contractual and commercial arrangements, and of performance management mechanisms for partners and suppliers.</p> <p>Knowledge of managing a budget and business planning processes.</p> <p>Knowledge or experience of relevant Jersey Law in areas such as finance, information management, human resources and Employment.</p>	<p>Knowledge of:</p> <p>The activity and processes of Government including interaction between politicians and officials.</p> <p>Management reporting as it relates to this role.</p> <p>Key objectives, risks and issues relevant to each area.</p>
<p>Technical / Workbased Skills This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</p>	<p>Computer literate with ability to operate the Microsoft Office package, including O365.</p> <p>Strong personal presence, effectiveness and credibility with a diverse range of stakeholders.</p> <p>Financial acumen with effective budget management skills.</p> <p>Ability to challenge and negotiate with stakeholders to implement and adhere to legal</p>	<p>Risk assessments and action planning.</p>

	<p>and policy requirements and to improve performance; willing to lead challenging conversations where necessary.</p> <p>Experience of robust programme management, including risk identification, mitigation and reporting.</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>Strong relationship building skills with the ability to also work independently and autonomously.</p> <p>Good planning and organising skills so as to generate medium and long-term strategic plans for the relevant areas of responsibility.</p> <p>Ability to lead, motivate and manage teams to facilitate achievement of high delivery and performance and manage poor behaviour.</p> <p>Excellent verbal and written communication skills. Ability to produce written materials (e.g. letters, reports, discussion papers, proposals) to a high level for presentation to a variety of audiences, including the States Employment Board, Scrutiny and Government of Jersey Ministers.</p> <p>Ability to communicate confidently and effectively, stakeholders, including politicians and Senior Management and deliver key messages at a suitable level (e.g. to States Employment Board)</p> <p>Ability to influence and persuade a wide range of stakeholders in and outside the department.</p> <p>Highly resilient, maintaining effectiveness under significant pressure.</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>Significant senior leadership experience, including managing budgets of >£3m.</p> <p>Experience in working with multi-disciplinary teams with both internal and external members</p> <p>Experience of representing senior colleagues and successfully contributing to projects that impact across an organisation.</p> <p>Experience setting and deploying strategy. A proven track record of achieving objectives on time</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 Government of Jersey tier 1 to 3 core accountabilities, attributes and behaviour indicators. This role is a Tier 3.

Date of Evaluation	February 2021
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Post Number	
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Post Band	TBC
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