

Head of the Office of the Chief Executive

Department: Office of the Chief Executive

Division: Chief Executive Office

Reports to: Chief of Staff

JE Reference: OCE1007

Grade: 15

JE Date: 26/8/2021

Job purpose

Working across all Government of Jersey (GoJ) functions, oversee and drive the effective implementation of the business of the Council of Ministers and delivery of the strategic vision and plan for the Island to ensure:

- Government services are value for money
- Robust standards of governance operate across all government departments in a consistent manner
- A continuous learning and improvement culture is in place
- Drivers for changes are embedded that promote a performance driven culture

Lead and oversee major strategic projects and business change programmes across the Government of Jersey, on behalf of the Chief Executive and Chief of Staff.

Job specific outcomes

1. Working with Directors General and their senior management teams, lead the delivery of improvements to corporate governance across the organisation on behalf the Chief of Staff, to ensure that corporate functions are transparent, well governed and comply with standards expected by internal and external auditors. Responsibilities include overseeing the work of the Arm's Length Bodies Oversight Board, on behalf of the Chief Executive, to ensure a common approach is taken to maintaining strategic alignment and good governance across all major Arm's Length Bodies; developing, implementing and maintaining operational governance and control frameworks, including Risk Management, Information Management and Business Continuity planning for the office of the Chief Executive.
2. Lead and oversee the handling of enquiries, complaints and independent reviews addressed to the Chief Executive (including the implementation reports and recommendations by the Comptroller and Auditor General and Public Accounts Committee across all functions of GoJ), demonstrating a high level of awareness of the current political and Islander environment and potential sensitivities, to coordinate appropriate responses from across the organisation.
3. Lead and oversee major strategic projects and business change programmes across the Government of Jersey, on behalf of the Chief Executive and Chief of Staff; and provide evidence-based advice and guidance to Ministers on corporate initiatives and major projects and programmes to drive an effective relationship between the delivery of public service and Island politics.

4. Oversee the development of all GoJ departmental strategies and work programmes that support the delivery of GoJ corporate objectives and values.
5. Shape new ideas and concepts to improve the machinery of government across all government functions and modernisation of services for Islanders.
6. Accountable for managing and reporting of the department's budget and funding of major projects on behalf of the Chief of Staff, including monitoring of in year spend against allocation working with Treasury and Exchequer to identify and mitigate financial risks.
7. Drive the development of Management Information metrics for the Office of the Chief Executive to evaluate business performance, oversee trends and identify areas for improvement to facilitate the monitoring of business performance across the department, providing a strong basis for business optimisation initiatives.
8. Pro-actively monitor and review department performance standards against agreed objectives, challenging where performance needs improving as necessary, initiating steps to address issues and improve performance and standards to support service improvement initiatives across the department.
9. Build, develop and maintain strong and accessible professional relationships with staff at all levels, across all government departments, serving as an effective liaison between colleagues, senior leaders, Ministers, Chief Executive and Chief of Staff regarding operational challenges, organisational climate, major corporate and departmental projects, proposals, planning and performance in order that corporate consistency can be improved.
10. Drive the implementation of corporate-wide initiatives in relation to organisational performance and delivery of organisational transformation at departmental level, working collaboratively with colleagues as part of the Hub and Spoke model to encourage a learning organisational culture, focused upon improvement, transparent decision making and high performance.

Statutory responsibilities

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

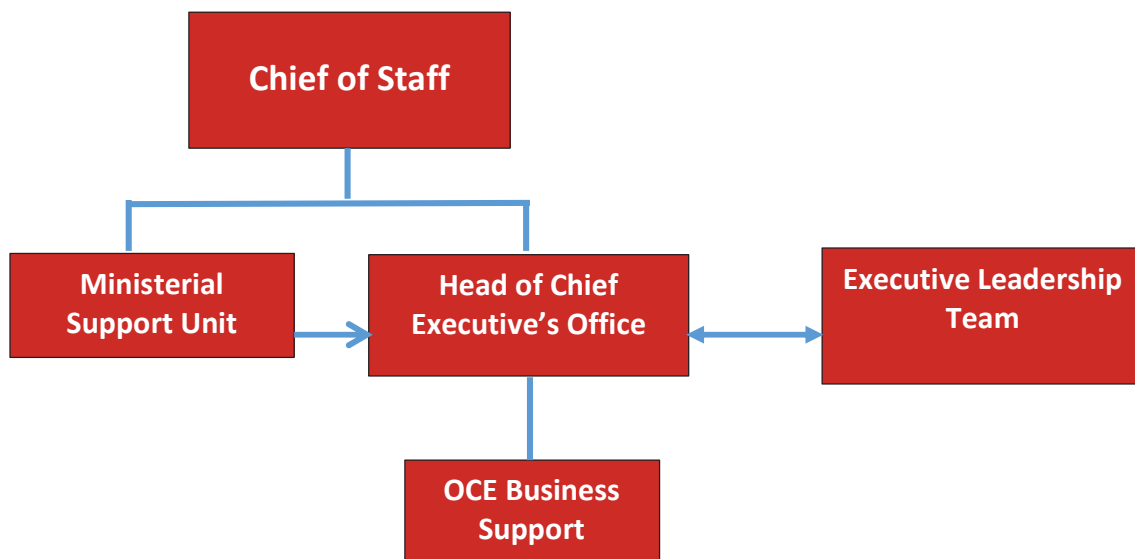
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Services

Services (TIER 1,2 and 3 jobs only)

The Head of the Office of the Chief Executive will operate a matrix management model across all Government of Jersey functions as well as the Office of the Chief of Staff including the Ministerial Support Unit:

- Corporate governance, ensuring compliance with statutory, mandatory and government requirements.
- Operational and business management, performance improvement.
- OneGov implementation, organisational development and leadership.
- Group Risk and Compliance
- Group Health and Safety
- Finance and purchasing (in line with financial directions)



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>Qualified to degree level in a business management qualification, or relevant experience; Project Management Qualification (PRINCE2/MSP) with strong experience in Project, Programme and Portfolio management</p>	
Knowledge	<p>Demonstrable knowledge and understanding of the challenges that face Jersey for the future (alongside the policy and governance requirements for the department).</p> <p>Substantial understanding of government and ministerial processes.</p> <p>Strong technical knowledge of States of Jersey Law, (including legislative frameworks governing financial and information management human resources and employment); constitution and governance.</p> <p>Significant knowledge of contractual and commercial arrangements</p> <p>Extensive knowledge of managing a budget and business planning processes.</p>	<p>Strong local political and awareness</p>
Technical / Work-based Skills	<p>Computer literate with ability to operate Microsoft package, including O365 good keyboard skills, is important.</p> <p>Extensive experience of robust project and programme management including risk identification, mitigation and reporting.</p>	
General Skills/Attributes	<p>Excellent writing skills. Ability to create documents, communications materials and supporting government publications which explain complex issues clearly and simply.</p> <p>Strong leadership skills with the ability to motivate employees and peers through change whilst delivering the departmental objectives in line with the overall vision.</p> <p>Significant political awareness, understanding of the political process and ability to influence and work effectively with politicians.</p>	

	<p>High level interpersonal skills, with an ability to interpret complex information.</p> <p>Strong ability to build relationships at all levels at senior and political levels, strong communication, negotiating and influencing skills.</p> <p>Strong ability to navigate and influence across the organisation.</p> <p>Ability to understand and interpret extremely complex issues in order to offer advice based on a sound understanding of Government wide operational matters.</p> <p>Significant ability to professionally challenge any views, responses or decisions.</p>	
<p>Experience</p>	<p>Managing high profile innovative projects.</p> <p>Extensive experience of managing in a public sector and political environment.</p> <p>Extensive organisational change experience and interpreting organisational data.</p> <p>Experience of developing, implementing and managing strategic plans and key change initiatives.</p> <p>Significant experience of contributing to strategic and operational decision making.</p> <p>Must have leadership experience including performance management, professional advice and development, coaching and acting as an escalation point.</p> <p>Must have proven track record of ability to understand, explain and present complex analytical ideas both to technical and non-technical audiences.</p> <p>Extensive experience in the use of technical knowledge to help shape, support and/or challenge business objectives.</p> <p>Effectiveness and credibility with a diverse range of stakeholders.</p> <p>Ability to work independently and autonomously.</p> <p>Very well organised; able to deal with multiple competing priorities and a high workload.</p>	

<p>Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>Significant senior management experience working across a number of functions concurrently.</p> <p>Extensive experience of successfully working with stakeholders at all levels including Ministers and Chief Executive.</p> <p>Extensive experience of working with politicians in local/national government.</p>	
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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 States of Jersey tier 3 core accountabilities, attributes and behaviour indicators.