

Job Title: Executive Manager

Department:	Office of the Chief Executive	
Section:	Executive Management Team	
Reports to:	Chief Executive Officer	
JE Ref:	OCE1017	
Grade:	CS09	JE Date: 29/03/2023

Job purpose

This role provides a comprehensive Executive Management Service to the Chief Executive Officer (CEO) of the Government of Jersey. This Management role provides advice and support to the CEO who relies heavily on high quality and professional expertise to interpret and assess the CEO's needs, identifying issues, generating ideas and solutions which may have a broad impact not only across departments but may impact on the reputation of the organisation as a whole.

Act as first point of contact for the CEO, prioritising and responding to all communications. This will include preparing responses on behalf of the CEO, including scheduling meetings with internal and external stakeholders, confirming appointments, writing itineraries, preparing meeting packs, briefings, and slide presentation packs etc.

It is impossible to overstate the requirement for tact, diplomacy, confidentiality, and trust in order to be successful in this role. Additionally, there is a requirement to safeguard the CEO and keep them primed and well-informed and ensure that timely and skilled responses are made to all communications however they are received.

Job specific outcomes

1. Provide professional advice and proposals within agreed and clearly defined parameters to deliver a professional executive management service to the CEO. This will also include senior colleagues, politicians as well as important Island business leaders.
2. Research and prepare briefing papers for the CEO, co-ordinating with associated stakeholders or departments to obtain high quality and reliable information to assist and support decision making.
3. Provide a fully comprehensive and highly confidential executive management amenity for the CEO which impacts on all public sector Chief Officers/senior officers internally and the wider community externally.

4. Manage constantly changing complex diary/visits programme.
5. Conduct analysis, prepare reports, and put forward recommendations through briefings to inform decision making and provide timely and accurate information as required by the CEO. Researching and preparing detailed briefs and itineraries for CEO engagements.
6. Arrange relatively complex travel and accommodation arrangements, including researching stakeholders' biographies where necessary and liaising with external bodies that will have extended or responded to invitations from the CEO.
7. Plan and organise workload priorities, determining individual and/or team objectives and activity scheduling to meet targets. Manage resources and workload effectively so that all deadlines are fully met whilst sustaining high levels of service.
8. Build relationships through liaison, communication and relationship building with other senior managers and project groups to support the achievement of objectives, initiatives and changing priorities.
9. Ensure that all Government policies and procedures are strictly adhered to and that effective corporate governance in relation to regular and ad-hoc meetings is maintained. This includes scheduling and preparing Agendas and Meeting packs for a range of 1:1, internal and external meetings for including:-
 - a) Political: Council of Ministers; States Employment Board; New Hospital Fund Ministerial Group; Future Places Ministerial Group; Political Oversight Group – Recovery; Safeguarding Ministerial Group;
 - b) Scrutiny: Corporate Scrutiny Services Panel; Public Accounts Committee; Comptroller & Auditor General
 - c) Internal: Executive Leadership Team; CEO 1:1 Chief Officer; New Hospital Steering Group; Recovery Officer Group etc.
 - d) External: Third Sector Organisations/Charities/Chamber of Commerce; Care Commission; Children's Commissioner; Safeguarding; Chairs and Chief Executives of States Owned Entities; Arms-Length Bodies.

10. Governance arrangements – ensure the CEO complies with Governance arrangements ensuring appropriately researched and timely responses are provided to the Corporate Scrutiny Services Panel; Public Accounts Committee and Comptroller & Auditor General’s requests. Support the arrangements by logging, tracking, delegating requests across the Organisation at senior level and chasing up draft reports, executive responses for the CEO to review/amend in advance to ensure timely final responses are provided.
11. Administer and support the collation of documents to prepare various packs for the CEO ahead of attendance at Public Accounts Committee Quarterly Hearings etc.
12. Act as the point of contact for Politicians, Chief Officers, employees, service users and other external partners or visitors to the Department via e-mail, letter, telephone, teams calls, or face to face.
13. Regularly liaise with the Ministerial Support Unit – Private and Assistant Private Secretaries to ensure a consistent and trusted line of open communication between Politicians, Ministers, and the Chief Executive.
14. Respond to various requests for information by preparing responses on behalf of the CEO including the drafting of letters where appropriate. This will often involve liaison and coordination with stakeholders or Departments.
15. Manage, train and supervise the performance of a small administrative support team. Delegating and prioritising workload as appropriate. These roles provide ongoing support to the postholder to assist with the volume, complexity, and responsibility of this role.
16. Play an active role in key projects that impact on the office of the Chief executive including the implementation of the new Cabinet Office, systems and procedural changes.
17. Flexibility in working arrangements is critical to the role as the CEO’s working arrangements change constantly in order to accommodate other people.

Statutory responsibilities

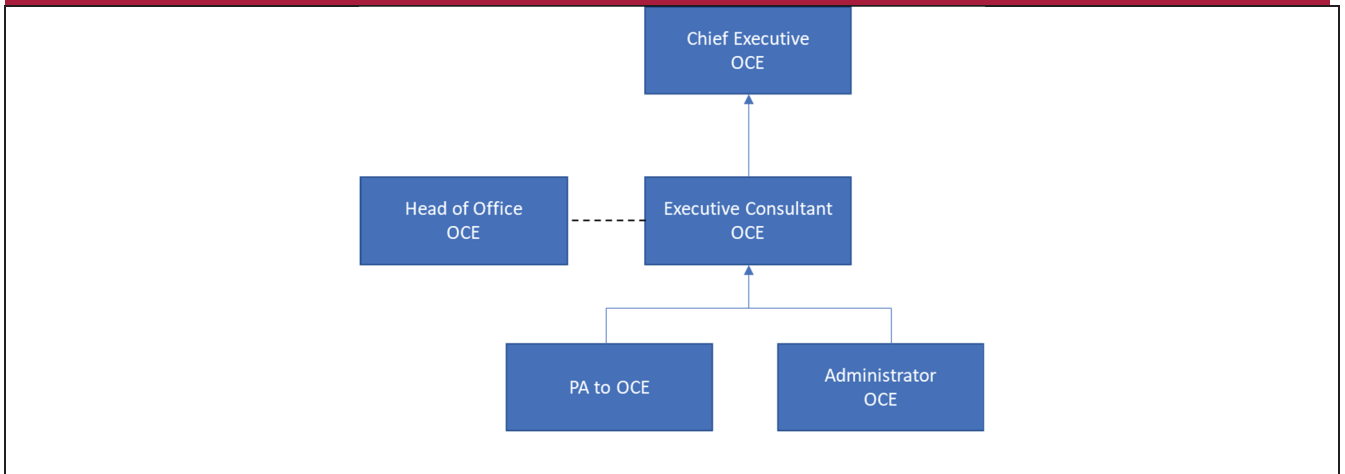
This role supports and is responsible for a range of Statutory and non-Statutory meetings

Organisational structure

Government Departments



Organisation chart



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.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications Please state the level of education and professional qualifications and / or specific occupational training required.</p>	<p>A degree in Business Management or a related field</p> <p>Diploma in Corporate Governance</p>	<p>Previous work experience as an Executive Assistant, Personal Assistant or similar senior level role within a large and complex organisation.</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>Extensive and deep understanding of the Government of Jersey - how it operates and interacts within the island political environment. Up to date knowledge of the States Assembly Members and various panels, what they do and how they operate etc. (Scrutiny/Privilege & Procedures/Judicial Review for example).</p>	<p>Knowledge of States of Jersey Political environment, Policies and Procedures</p>
<p>Technical / Work-based Skills This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</p>	<p>The ability to research summarise and prepare briefings for the CEO is essential. Excellent verbal and communication skills. Advanced IT and secretarial skills would be a minimum expectation at this level. A high level of organisation skills in</p>	

	<p>order to create schedules and arrange meetings for the CEO. Providing appropriate support 'packs' in a timely manner for internal/external commitments. Ensuring senior management and politicians receive time critical information. Co-ordinating various on and off Island travel arrangements. Ability to work within a demanding and constantly changing environment. Evidence of working at pace in a complex multi stakeholder environment</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>The postholder needs to be highly organised, resourceful, innovative, and pro-active in order to best support the Chief Executive Officer. They will need to think independently to make decisions under pressure, and excellent communication skills to share information efficiently and effectively. The postholder is expected to communicate at all levels with Chief Officers, senior managers, employees, politicians, external stakeholders, and clients. Effective communication skills are</p>	<p>Previous experience of the direct management of the daily workload of other administrative support staff including contributing to training, development and objective performance review.</p> <p>Experience of coordinating travel and arranging complex meetings involving multiple stakeholders.</p> <p>Strong relationship building skills.</p> <p>Ability to influence and persuade wide range of stakeholders internally and externally and at</p>

	<p>vital - not only for efficiency and effectiveness but a requirement for tact, diplomacy, perceptiveness and empathy cannot be overstated.</p> <p>Able to deal with multiple competing priorities and a high workload.</p> <p>Ability to work independently with the minimum of supervision.</p>	<p>different levels of the organisation.</p> <p>Confidence to initiate actions.</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>Wide professional experience and understanding of the organisation as a whole, which provides an incredibly diverse set of services for the general public.</p>	

Personal Attributes

Delete as appropriate:

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 5 core accountabilities attributes and behaviour indicators.