

Executive Support Manager

Department	Office of the Chief Executive
Division	Ministerial Support Unit
Reports to	Head of Ministerial Support Unit
JE Ref:	OCE202
Grade:	CS10
JE Date:	09/09/2019

Job purpose

To provide leadership and guidance to a team responsible for providing a comprehensive and professional executive support service to the Ministerial Support Unit to enable the department to meet its objectives and service level agreements, thereby ensuring a sound contribution to the work of the Government of Jersey.

Job specific outcomes

- Lead a team of administrative staff on the delivery of a range of administrative and/or customer services in support of existing systems or processes to an agreed standard to maximise service quality and continuity.
- Develop/improve the capability of staff within work area, motivating and mentoring staff to meet current and future requirements.
- Plan and organise individual and team objectives providing direction, performance management and development activity, ensuring work is integrated and co-ordinated in line with operational plans.
- Implement improvements to service provision, and be responsible for overseeing specific activities and processes to ensure services continue to meet agreed quality standards, guidelines and procedures.
- Act as main point of contact in the provision of an effective service and provide clear advice to colleagues and stakeholders, filtering issues and seeking resolution, planning and prioritising work activities, adjusting priorities as required.
- Communicate and engage with colleagues and service users to support the achievement of objectives, initiatives and changing priorities.
- Prepare documents, presentations and other materials to a clear brief, using established formats and standard software packages.
- Analyse and present performance data, identifying trends and patterns, highlighting and prioritising issues for further investigation, making recommendations to support decision making.

- Monitor and maintain records to meet internal and external requirements.

Statutory responsibilities

The post holder's role includes supporting Ministers and Assistant Ministers to comply with their statutory duties under the States of Jersey Law and Standing Orders – mainly by way of developing, with the Head of the unit, processes and procedures. The post holder does not have any statutory responsibilities in their own right.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Possess a Level 4 qualification in management and leadership or equivalent	
Knowledge	Knowledge and ability to interpret department and working policies, with the ability to ensure that relevant policies and procedures are fully implemented.	

<p>Technical / Work-based Skills</p>	<p>Strong analytical skills and the ability to work accurately whilst under pressure to understand problems or situations within a politically exposed environment and to select the appropriate approach to resolve the problem and reflect on the result.</p> <p>IT skills, with a knowledge of Microsoft office software, in particular Word, Excel and PowerPoint.</p> <p>Must have an eye for detail, the ability to process work with accuracy and prioritise tasks.</p>	<p>Good digital skills and ability to champion and advise on digital products and processes.</p> <p>The ability to be objective and apply sound judgement to the role.</p>
<p>General Skills/Attributes</p>	<p>Effective written communication skills; developed influencing and interpretive skills; good problem-solving; works on initiative.</p> <p>Able to deal with many high priority issues at the same time, maintaining a calm and professional approach whilst quickly developing a strong rapport with others.</p> <p>Ability to proficiently use Microsoft Software Packages.</p> <p>High level of customer service including the ability to demonstrate a level of assertiveness to achieve a positive outcome.</p> <p>The ability to facilitate and lead regular team briefings /meetings to ensure staff are kept informed of the departments activities.</p> <p>Willingness to make decisions where no precedent or guidance is available.</p> <p>Must have the initiative to make decisions where no precedent or guidance is</p>	<p>Ability to develop and document procedures and workflows.</p>

	available, minimise any negative impact on the reputation of the organisation.	
Experience	<p>Proven experience and service delivery in a political, highly fluid and sensitive environment.</p> <p>Experience leading, inspiring and developing teams.</p> <p>Experience applying technical knowledge and providing advice.</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 States of Jersey core accountabilities attributes and behaviour indicators.