



Office Manager

Department: States Greffe

Section: Chamber and Members' Support

Reports to: Assistant Greffier of the States (Chamber and Members' Support)

JE Ref: SG1005

Grade: 9

JE Date: 22/6/2021

Job purpose

Oversee the physical and digital environment of the States Greffe and lead a structured central administration team, managing and coordinating all internal and external administration processes in support of the core business functions of the States Greffe and developing processes and services in consultation with Section heads to meet the needs of the department and to ensure its compliance with statutory obligations.

This is an essential role that is key to managing workflow to ensure the team provides an effective, efficient and professional service to the States Assembly and to the States Greffe.

Job specific outcomes

1. Overarching responsibility for the Support Services team of Administrative Assistants and the delivery of a highly effective and proactive administration service to the States Greffe, the States Assembly (including its Committees and Panels) and to States members; ensuring that objectives are set and that staff receive the necessary support and training to provide the high-level service needed to support parliamentary work.
2. Ownership of the quality and consistency of the service provided by the Support Services team, including researching, developing, promoting and monitoring initiatives to ensure the service is maintained at a highly-professional and efficient level (including IT projects, changes to the use of the office environment, and the provision and purchase of equipment).
3. Overarching responsibility for the delivery by the Support Services team of a front-line, first-level customer service to the public and department's external customers, ensuring that enquiries, queries, comments and complaints are dealt with effectively by the team or escalated to departmental line managers and the Senior Leadership Team, as appropriate.
4. Engagement with the States Greffe Senior Leadership Team and departmental line managers in order to streamline and improve processes continually and to plan administrative activities so that they are aligned to the department's and the States Assembly's needs; adopting a partnership approach to facilitate and maintain effective communication in order that a high-quality level of service is provided and that the department's Business Continuity needs are addressed.
5. Responsibility for the office environment of the States Greffe and the States Assembly, arranging for the procurement of equipment and ensuring that all users have facilities allowing them to operate highly effectively; that those facilities are functional at all times; and that prompt and efficient solutions are found to any technical or technological problems that arise.
6. Management of arrangements for the administration of meetings held by the States Assembly, and meetings and public hearings held by its Committees and Panels, ensuring that all required



services function effectively (such as audio and webcasting facilities); and acting as principal liaison with external providers of these services.

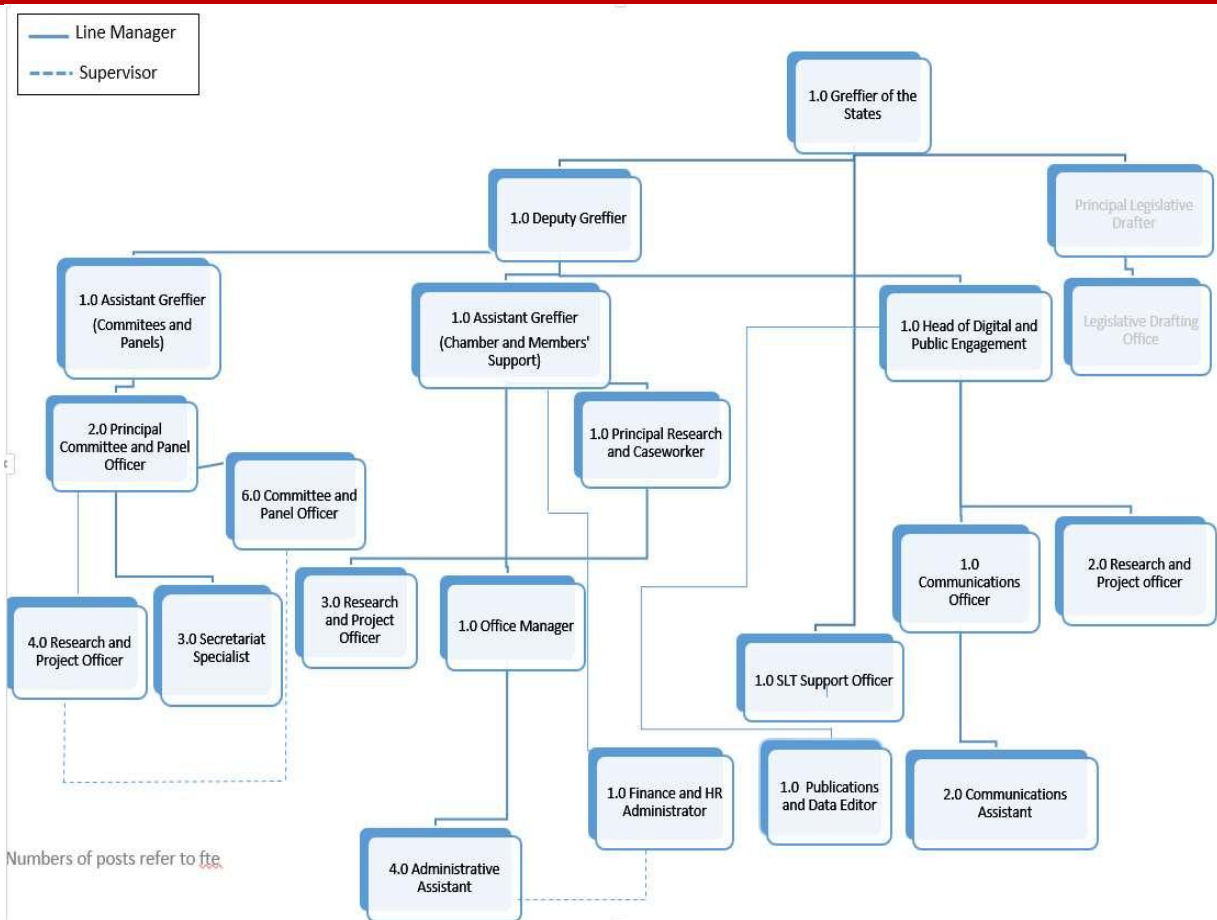
7. Responsibility for ensuring that the department's administrative processes are compliant with corporate and departmental policies; including Data Protection.
8. Management of the States Greffe's digital and physical documentation, ensuring that legal and policy standards, conventions and protocols for records-management are adhered to.
9. Acting as Health and Safety Officer and coordinator for the States Greffe, with responsibility for reviewing, developing and maintaining health and safety standards and documentation in the department to ensure that all staff within the States Greffe are aware of, and work in accordance with, relevant legislation, policy and good practice.

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 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 A-Level or equivalent</p>	<p>Management qualification</p> <p>Data Protection qualification</p> <p>IOSH qualification in Health and Safety</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>Significant professional experience as a manager</p> <p>Excellent administrative and literacy skills with a high level of accuracy.</p> <p>Understanding of the principles of GDPR.</p> <p>Knowledge of Health and Safety legislation and policies.</p>	<p>Good understanding of records-management and data protection legislation</p> <p>Knowledge and experience of States Assembly and Committee procedures.</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>Knowledge of Microsoft Office programmes</p> <p>Understanding of the role of good practice in document storage and retention.</p> <p>Understanding of what constitutes excellent customer service and how to deliver it in practice.</p>	<p>A working command of both spoken and written French as the States Assembly is a bi-lingual parliament.</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>Strong and focussed leadership with a collaborative approach</p> <p>Ability to think strategically, analyse, plan and problem solve</p> <p>Decision-maker who can work to tight deadlines without compromising quality of work</p> <p>Excellent inter-personal skills, with the ability to communicate with senior members of staff and States Members and to ensure that they will adhere to information management protocols.</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>Proven track record of office management processes, including document management.</p> <p>Previous experience of leading and inspiring confidence in a team.</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 tier 5 core accountabilities attributes and behaviour indicators.