



Support Services Team Leader

Department: States Greffe

Section: Chamber and Members' Support

Reports to: Office Manager

Je Ref: SG1008

Grade: CS07

JE Date: 10/8/2021

Job purpose

Ensure the effective administration of the States Greffe, supervising the workload of the Support Services Team and delivering a range of exemplary, impartial and professional administrative services to the States Assembly, its Committees and Panels and States members to ensure that they operate at maximum efficiency and maintain a high standard of services as expected by Islanders.

Job specific outcomes

Day-to-day supervision of the Support Services team of Administrative Assistants, managing workflow and work allocation in a timely manner; ensuring delivery by the team of a highly effective and proactive service to the States Greffe, the States Assembly (including its Committees and Panels) and to States members; and, in response to and anticipation of public queries and approaches received by the department, delivery of an effective and professional service to the department's external customers.

There is a team of Administrative Assistants in the department which works across, and supports, the three sections of the States Greffe (Chamber & Members' Support / Committees and Panels / Digital & Public Engagement). As leader of this team, the post-holder is also expected to:

1. Deal with and manage public queries received by the States Greffe from members of the public, States members and stakeholders, undertaking basic research into States documents to ensure such queries are addressed and dealt with, or escalated, promptly and efficiently.
2. Provide a first line of administrative support to States members, including dealing with IT queries and the maintenance of States members' facilities, to ensure that States members can operate effectively in undertaking their duties.
3. Administer documentation relating to the functions of the States Assembly to ensure that documentation is stored, indexed and filed in accordance with legal requirements and that it is printed and distributed efficiently and promptly and that the States Assembly website and other platforms are maintained efficiently.
4. Administer meetings of the States Assembly and public hearings held by the Assembly's Committees and Panels, operating administrative systems such as audio, log-noting and webcasting equipment, to ensure the meetings run smoothly and are accessible by the public.
5. Administer and manage bookings of States Greffe and States Assembly facilities (including for school visits), liaising with stakeholders, States members, Government departments and the public to ensure that visits to the Assembly and other bookings function efficiently.



6. Administer States Greffe merchandise and stationery stock, preparing invoices, banking cheques and cash and ordering new stock when replacements are required, to ensure that merchandise is kept secure and that the States Greffe and States members have sufficient stationery and equipment to be able to function effectively.
7. Administer travel and accommodation bookings for colleagues in the States Greffe and for States members to ensure such bookings are undertaken effectively and at value for money.
8. Undertake other duties as requested by the Office Manager or the Senior Leadership Team, in support of the functions of the States Greffe.

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.

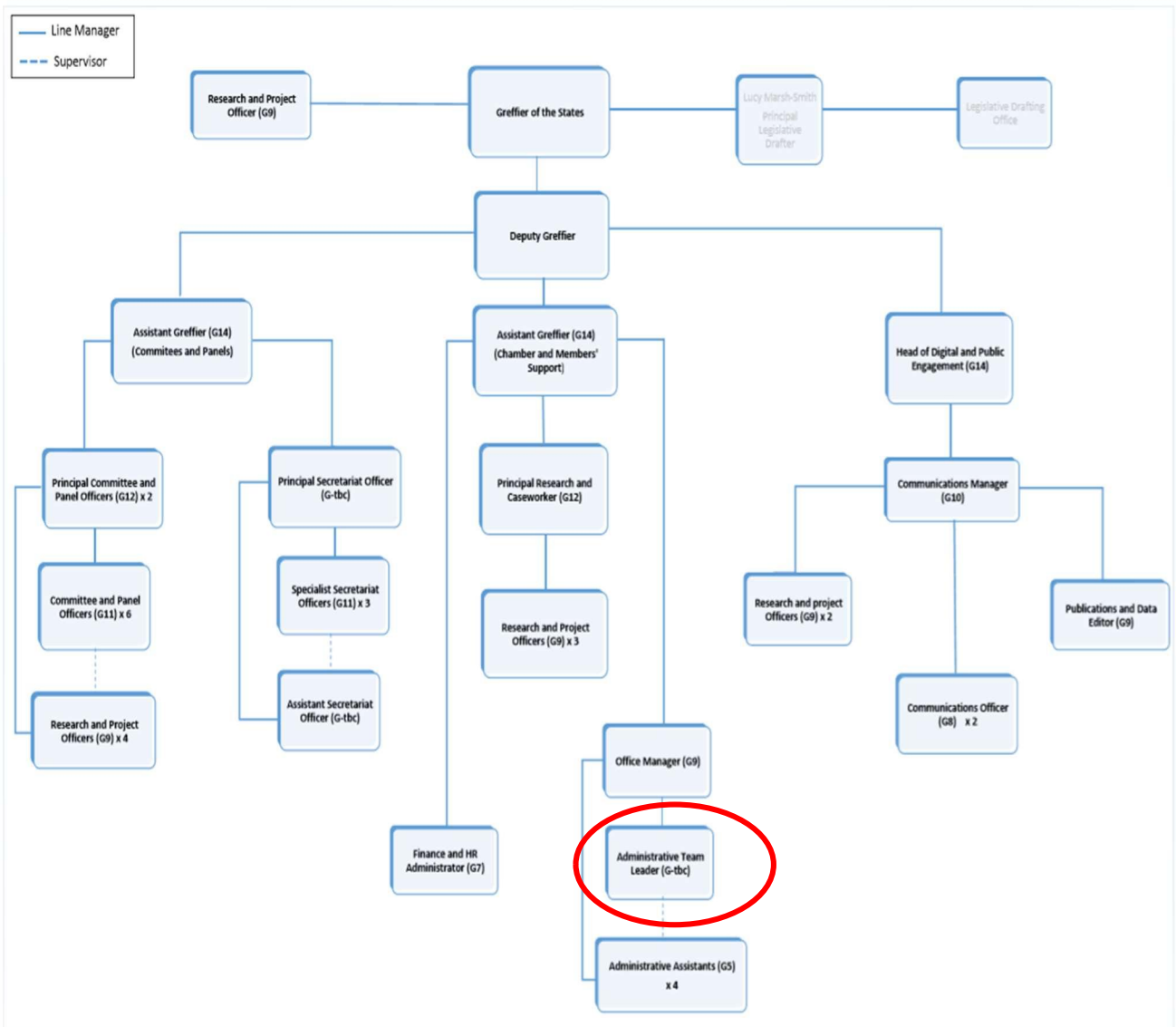
Core Accountabilities, Attributes and Behaviour Indicators

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 6 core accountabilities attributes and behaviour indicators.



Organisation chart

The department has the following organisational structure:





Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to a minimum of GCSE-level or equivalent that demonstrates basic numeracy, literacy and IT skills	Management or leadership experience
Knowledge		Good working knowledge of the States Assembly and its processes and procedures
Technical / Work-based Skills	Good keyboard skills Excellent levels of literacy	A working command of both spoken and written French as the States Assembly is a bi-lingual parliament.
General Skills/Attributes	Pleasant and helpful manner Self-motivated and able to work on own initiative and calmly under pressure Able to work in an organized and systematic way, with attention to detail and accuracy Discreet and respectful of the need for confidentiality Willingness to help with a variety of tasks	
Experience	Experience in an administrative role, including telephony, word-processing and operating IT systems.	