

## Judicial Systems Product Owner

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**Department:** Judicial Greffe

**Division:** Non-ministerial and legal departments

**Reports to:** Information and Knowledge Services Manager

**JE Reference:** SG1012

**Grade:** 10

**JE Date:** 23/10/2021

### Job Purpose

The Judicial Systems Product Owner is a critical role within the Judicial Greffe, responsible for planning, managing, coordinating, and maintaining business processes and associated systems.

They are responsible for the smooth running of the systems and the integrity of the data that they contain.

The role supports the effective and efficient delivery of services and operations. Together with relevant stakeholders the post holder is responsible for testing and evaluating the impact of new business processes on associated systems, and successfully delivering and implementing changes.

### Job Specific Outcomes

1. Manage the administration and evolution of the CaseLines e-bundling and case presentation system, the judicial case management system, video conferencing systems, and ancillary systems and equipment.
2. Maintain effective working relationships with software designers, engineers, system users and other stakeholders.
3. Lead collaboration between business and technical resources. Analyse complex data and evaluate organisational, customer and system requirements to successfully implement developments and changes. Liaise with the service desk and other teams in Modernisation & Digital when necessary.
4. Take responsibility for continuous improvement of existing systems, processes and workflows through in-depth understanding of current practices.
5. Lead on the delivery of specific projects and research.

6. Provide training together with first line administration and technical support, ensuring that members of the judiciary such as judges, jurats and commissioners, law firms and court staff can access the court information held in the systems
7. Co-ordinate risk, internal control and compliance matters relating to system use.
8. Collate requests for information and maintain statistical data to generate management reports

### **Statutory Responsibilities**

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

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## Person Specification

Specific to the role		
ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	Educated to A level standard or equivalent	A qualification in business analysis and/or software testing
<b>Knowledge</b>	Knowledge of Jersey court procedures	
<b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i>	Detail oriented, analytical and inquisitive  Extremely organised with strong time-management skills  Sufficient knowledge of Microsoft Windows to be able to confidently identify configuration issues such as Wi-Fi, login and device settings and to be able to communicate issues clearly to the IT help desk  Demonstrable skills using IT packages such as Microsoft Word, Excel, PowerPoint and database software  Basic understanding of computer hardware such as how to connect devices	
<b>General Skills/Attributes</b> <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>	Business analysis and problem-solving skills  Tenacity  Ability to work independently and with others  Excellent interpersonal skills  Effective written communication skills  Presentable, in keeping with presence in court  Ability to build and manage effective stakeholder relationships  Mobility – must be physically able to carry heavy boxes, climb stairs where there are no lifts, crawl under desks	

<p><b>Experience</b> <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>Has managed IT projects, performed software testing and overseen software development</p> <p>Has trained others in the use of software applications</p>	<p>Experienced in business process re-engineering or workflow design</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 5 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.

### Organisation chart

