



Royal Court of Jersey
Viscount's Department

Information Manager

Department: Viscount's Department

Reports to: Chief Operating Officer, Court Service ("COO")

JE Ref: SG1017

Grade: CS12

Date: 03/08/22

Job purpose

Develop and maintain systems to manage the records and information of the Viscount's Department to optimise the efficient and effective running of the services provided by the various teams within the Department (namely, Enforcement (responsible for, amongst other things, freezing orders and holding third party assets), Insolvency, Coroner and Court Services. Ensure compliance with Jersey and international legal and regulatory requirements, orders of the Court and applicable Government of Jersey ("GoJ") and Departmental policy. Report to the COO, with interaction with the Viscount, his Senior Management Team, relevant staff in the Court Service, such as the Information and Knowledge Services Manager ("IKSM"), and GoJ departments with responsibility for supporting the Department's IT requirements.

Job specific outcomes

Lead the Department in the project to transfer all data currently held on its server-based drive (the "L Drive") to a cloud-based repository, as part of the GoJ-wide migration project. This will include ensuring effective identification and transfer of existing data (while assessing data that can be disposed of), efficient target folder structure and taxonomy, training of staff, and subsequent maintenance.

Maintain and keep updated departmental policies and procedures in accessible repositories, ensuring effective capture of current knowledge both in terms of general policies and specific knowhow, checklists and processes relevant to each of the key workstreams, noting that different systems will be used depending upon the team. Develop with the IKSM appropriate policies relating to records and information management and assist in dissemination and monitoring of compliance.

Lead on project management of various IT projects (including upgrades and replacements for case management and accounting systems used by each team), including liaising with GoJ departments responsible for supporting the IT requirements of the Department and co-ordinating testing, implementation and ongoing maintenance.

Lead on the selection and implementation of a Departmental-wide document management system for the purposes of storage of emails and documents on a client-based structure with appropriate accessibility to staff members.

Lead the Department's engagement with the Jersey Archive and GoJ and devise best practice records management procedures to ensure correct identification of records, their maintenance to meet the requirements of the Public Records (Jersey) Law 2002 and GoJ policies and their final disposal in accordance with an agreed Records Retention and Disposal Schedule.

Develop, implement and maintain classification and indexing systems to meet records management best practice and the requirements of the Freedom of Information (Jersey) Law 2011. Act as point of contact handling all FOI requests relating to the Department, liaise with the IKSM to provide a response within the specified deadline and provide a reasonable and consistent application of exemptions to requests and records retention.

Maintain Departmental information systems to comply with the Data Protection (Jersey) Law 2018. Provide support for Data Subject Request handling and Data Protection Impact Assessment (DPIA) processes.

Be the records and information management expert and ensure all managers and staff have the training and knowledge necessary to apply information governance best practice within the Departments.

Work with the COO of the Court Service and the IKSM to ensure that the Department has efficient records and information security measures in place, with direct responsibility for operation of the Department's records and information management within the Government Information Security Management System ("ISMS") policy framework.

Engage with Senior Management Team at strategic and policy levels and with project teams at GoJ and Departmental level to ensure records and information management concerns are addressed in all new systems.

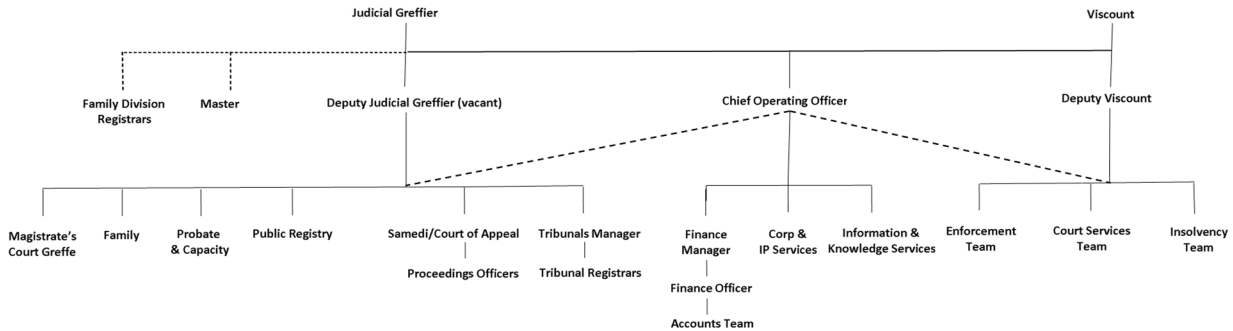
Undertake any other duties which the post holder may be reasonably expected to undertake within their knowledge, skills and experience.

Statutory responsibilities

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

Organisational structure

Court Service Functional Organisation



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to degree level (or equivalent).	Post graduate qualification in records or information management.
Knowledge	<p>General understanding of the Public Records (Jersey) Law 2002, Freedom of information (Jersey) Law (2011) and the Data Protection (Jersey) Law 2018.</p> <p>Knowledge of IT systems and solutions, including databases and emerging technologies.</p> <p>Broad knowledge of the principles and practice of robust information governance including cyber security.</p>	Knowledge of ISMS and ISO 27001
Technical / Work-based Skills	Be self-motivated, with the ability to work on own initiative, under pressure and to meet demanding deadlines. Be efficient, methodical and with a high degree of accuracy.	Experience of project based work and the principles of Project Portfolio Management and Project Management

	<p>Strong interpersonal skills, with good oral and written skills, with the ability to relate to people at all levels and to influence and change behaviour.</p> <p>Excellent IT skills, with the ability to train, assist and advise staff in the use of new and existing systems.</p> <p>Ability to accurately and simply present information to others.</p>	
General Skills/Attributes	<p>Skills to train, develop, motivate and influence staff in order to achieve end results.</p> <p>Ability to work well in a team.</p> <p>Strong time management skills.</p> <p>Ability to work quickly and accurately.</p>	
Experience	<p>Minimum of 2 years post qualification experience.</p> <p>Experience of records management in an environment relevant to the department.</p> <p>Prior experience of implementing document management systems, or other complex technology change experience.</p> <p>Experience of the audit and monitoring of systems including the collating and reporting of statistics.</p>	<p>2 years professional experience of records and information management.</p> <p>Experience in a legal or court service environment.</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 4 Core Corporate accountabilities, attributes and behaviour indicators.