

## Job Title: Information and Knowledge Services Manager

**Department:** Court Services

**Section:** Judicial Greffe

**Reports to:** Judicial Greffier

**JE Ref:** SG1027

**Grade:** CS13

**JE Date:** 25/08/2023

### Job purpose

As a member of the Judicial Greffe Leadership team, develop strategies and implement plans for the Judicial Greffe to have the technical information management infrastructure and organisational knowledge to handle the full range of operational demands on the Court Service and all its users in an efficient, effective, and safe manner while meeting all statutory, regulatory and policy requirements. Ensures that the principles of service improvement, business continuity, risk management, well-being and health and safety are embedded in the section.

As a member of the Judicial Greffe Leadership Team, contribute to the strategic development and operational efficiency of the Judicial Greffe.

### Job specific outcomes

1. Ensures the Court Service complies with statutory requirements under the [Public Records \(Jersey\) Law 2002 \(jerseylaw.je\)](#), the [Freedom of Information \(Jersey\) Law 2011 \(jerseylaw.je\)](#) and the [Data Protection \(Jersey\) Law 2018 \(jerseylaw.je\)](#). Acts as Court Service Freedom of Information Officer and Data Governance Officer; in particular be the Court Service point of contact with the Data Protection Officer and the Jersey Office of the Information Commissioner
2. Leads senior leadership team and departmental engagement with Government of Jersey standing forums and project groups relating to information and knowledge management, including Records Management, Information Technology, Cyber Security and Privacy to put in place departmental arrangements to adapt to resource constraints, meet operational requirements and to comply with Government of Jersey corporate frameworks.
3. Works with the Chief Operating Officer to engage with Government of Jersey's standing forums and project groups relating to Risk Management, Business Continuity and Health & Safety so as to optimise departmental arrangements to adapt to resource constraints, meet operational requirements and to comply with Government of Jersey corporate frameworks.
4. Implements, within budgetary and resource constraints, organisational and technical measures for information and knowledge management at departmental level to ensure all Court Service users have access to the equipment, information and knowledge necessary to perform their roles effectively and safely.

5. Consults on, develops and implement departmental procedures for handling all external requests for disclosure of information held in Court Service files, whether case files with access controlled by Court Order and Practice Directions or records requested via Freedom of Information or Data Subject Access Request.
6. Provides, develops and promulgates the technical expertise and knowledge within the department necessary to efficiently and effectively engage with all M&D projects and services impacting the Court Service and with suppliers for all departmental IT projects.
7. Provides effective leadership to the team, ensuring a performance management culture, monitoring workload, identifying training needs, setting objectives, and providing performance feedback. Communicates effectively to ensure that team members are briefed on departmental and organisational priorities. Acts as a role model to support team members of the immediate and the wider team. As a member of the Judicial Greffe management team, participates in a range of departmental initiatives including contributing to annual report and business plans, reviewing performance data and key performance indicators. Reviews services to ensure effectiveness and efficiency and identify improvements through creating a culture of continuous improvement.
8. Manages the Judicial Systems Product Owner and works with them to ensure the business-as-usual operation of all technology used in court meets the needs of all court users efficiently, effectively and safely.
9. Manages the Records and Information Manager and works with them to establish and maintain systems to ensure that all court records are managed appropriately and securely throughout their lifecycle from creation to disposal and information is retrievable as necessary for all operational needs and for meeting external requests for disclosure.
10. Manages the Transcription Team to deliver timely, accurate transcripts for use in proceedings, to distribute confidential file and parties judgments and to publish judgments to the JLIB website in support of the principle of open justice while protecting necessary confidentiality and the identity of children and vulnerable individuals by redaction and anonymization as necessary

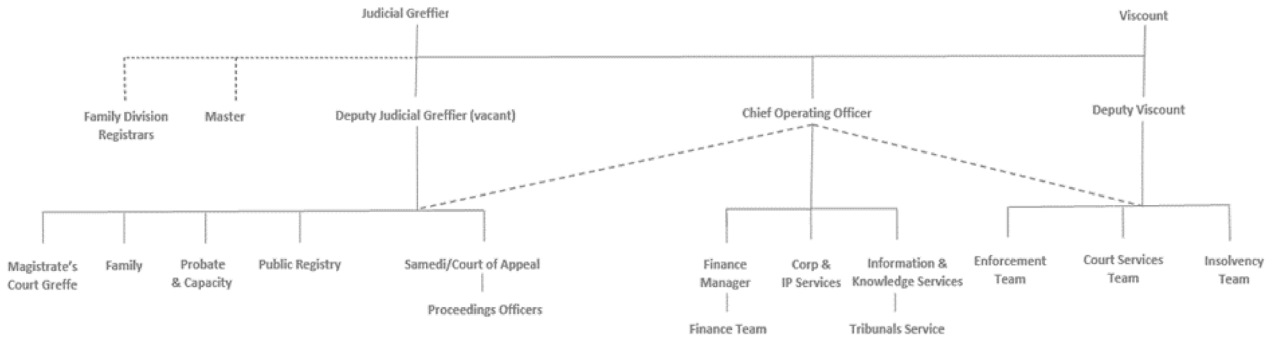
### **Statutory responsibilities**

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 jobholder 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

**Organisational structure**

Court Service Functional Organisation



## Person Specification

### Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Degree level education.</p> <p>Post-graduate qualification at level 7 and membership of appropriate professional body, eg CIM</p> <p>Technical knowledge of IT systems (software and hardware) and ability to ensure that systems are suitable for Court Services users.</p> <p>A project management qualification such as Prince2, PMP or Agile</p>	
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g., the understanding of a defined system, practice, method or procedure).</i></p>	<p>Knowledge and understanding of Public Records (Jersey) Law 2002, Data Protection (Jersey) Law 2018 and Freedom of Information (Jersey) Law 2011.</p> <p>Knowledge and understanding of principles and practical implementation of Information Management/Information Technology systems.</p> <p>Technical knowledge of IT systems (software and hardware) and ability to ensure that systems are suitable for Court Services users.</p>	

	<p>Knowledge and understanding of the construction, operation and management of websites.</p> <p>Knowledge of HR managerial policies and ability to interact with other Public Sector initiatives.</p>	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g., language fluency, vehicle license etc.</i></p>	<p>Skills in relation to co-ordination of Health and Safety and Risk Management.</p> <p>Skills in Business Analysis and Data Design.</p>	
<p><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></p>	<p>Able to work accurately under pressures.</p> <p>Able to manage, prioritise, plan, and manage workload.</p> <p>Excellent communication and inter-personal skills and ability to understand stakeholder requirements.</p> <p>Proven ability to act with the highest levels of discretion and probity at all times, as dealing with sensitive legal information</p>	
<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>At least 10 years senior management experience at strategic level.</p> <p>Extensive project management experience.</p> <p>Experience of leading and motivating a team.</p>	