
Job Title: Manager, Insolvency and Delegate Team

Department: Court Services

Section: Viscount's Department

Reports to: Senior Manager, Insolvency & Delegate Team

JE Ref: SG1035

Grade: CS11

JE Date: 07/03/2024

Job purpose

As a key member of the Viscount's Department, assist and support the Senior Manager in delivering a professional and cost-effective service within the Insolvency and Delegate Team by providing effective line management and training, directing and supervising the Case Officers in their daily workload. Undertake and be responsible for the efficient administration of insolvency matters arising from common and statutory law, including personal and corporate désastres, remise de biens and debt remission orders. Ensure the effective financial management of delegate clients and confirm that statutory and policy requirements are met. Act as Team leader on records and information management and collaborate with the Information Manager in the implementation of policy within the Insolvency and Delegate Team ('the Team').

Ensure the principles of service improvement, business continuity, risk management, well-being and health and safety are embedded in the section.

Job specific outcomes

1. Assists the Senior Manager in providing 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 manager in the Viscount's Department, participates in a range of departmental initiatives including contributing to the Court Services annual report and business plans, reviewing performance data and key performance indicators. Reviews services to ensure continued effectiveness and efficiency and identify improvements through creating a culture of continuous improvement. Responsible for day-to-day management of human resource functions for the team including monitoring and recording absence and illness, carrying out return to work interviews, recruitment including raising Workforce Expenditure Approval Requests, assessment and progression and staff issues.
2. Reporting directly to the Senior Manager, takes personal charge of various complex insolvency matters, including remises de biens and désastres and oversees work of the Case Officers, providing guidance, and advice where necessary. Ensures assets under administration, including movable and immovable property are appropriately recorded, managed, maintained and insured as necessary. Adjudicates complex claims referred by the Case Officers and liaises with the Senior Manager on more problematic matters.

3. Responds to insolvency and related enquiries from members of the public and the legal and accountancy professions with a view either to averting insolvency proceedings or to facilitating a smooth transition via alternative proceedings in accordance with Royal Court Directions, customary (common) law and statutory Law. Reviews applications for assistance from foreign courts in relation to insolvency matters and referrals for Debt Remission Orders. Processes applications for Approved Liquidator status. Assists the Senior Manager in investigating complaints brought against liquidators, in the Department's regulatory role. Manages the Viscount's membership of IAIR (International Association of Insolvency Regulators) and prepares Annual Country Report for submission
4. Responsible for the management of delegates of last resort and associated finances. Responsible for liaising with the Court and the Judicial Greffe on attendant matters relating to this function, including onboarding of new clients. Provides oversight and guidance of case officers, ensuring compliance with relevant legislation and codes of practice. Discusses and reviews the complex financial needs of delegate clients with Case Officers to ensure that robust decisions are made on a best-interests basis and documented appropriately. Reviews the six-monthly and annual financial statements prepared for Delegate clients and raises any areas of concern with Case Officers. Approves the client's Annual Plan and Annual Report and ensures they are filed with the Court within the statutory timeframe.
5. Identifies matters that require legal action, assesses, recommends the action to be taken and implements that action so that returns to creditors or those under delegation are maximised and exit lines established having regard to risk analysis, proportionality and cost-effectiveness. Remains aware of the duty as to the impact on the public purse, when engaging with external service providers. Works in accordance with statutory time limits, set out within relevant legislation and the Department's Performance Management Standards.
6. Documents and implements revised and new procedures to ensure all round efficiency of the Insolvency and Delegate administrations. Monitors new and amended legislation for impact on Team functions and updates procedures accordingly. Raises any resulting concerns with the relevant Department and comments on any post-implementation reviews as necessary. Leads the Team on input to the rolling programme of law reform in relation the Capacity and Self-Determination legislation, working with Law Drafting, Capacity and Liberty, Protection and Policy teams and outlining the scope and effect of new or proposed legislation to ensure that legislation is fit for purpose with no unintended consequences.
7. Plays an active role as a subject matter expert in projects where required including close involvement and is closely involved in the testing and implementation of upgrades to IT systems including bespoke software (PlainSail and DMIS) with input into ongoing performance monitoring and future system enhancements.
8. Assists the Senior Manager with knowledge management and dissemination on insolvency and delegate matters. Leads on the Team's records management decisions in collaboration with the Information Manager and is responsible for the implementation of Departmental strategy within the Team. Ensures compliance with retention schedules and leads on the Team's responses to Freedom of Information requests via the Court Services' Information and Knowledge Services Manager.
9. Prepares reports for submission to the Attorney General where necessary. Prepares Representations for presentation to the Royal Court concerning insolvency matters such as a debtor's discharge from bankruptcy, director's disqualification, disputed claims adjudications. As Viscount Substitute, attends the Royal Court and answers questions relating to insolvency matters and the Court of Probate and Protection on Delegate Matters in the absence of the Viscount or Deputy Viscount. Carries out any other duties of the Viscount as a Viscount Substitute.

- Conducts and issues reports on “Désastre checks” on a relief basis and ensures appropriate records are maintained for billing purposes and that accurate billing information is sent to Treasury. Acts as a ‘B’ signatory on the Viscount’s Department bank account for transactions relating to insolvency and delegate matters.

Remember to use active and direct language. Talk about the work that the job does, not what the whole team or a manager might do.

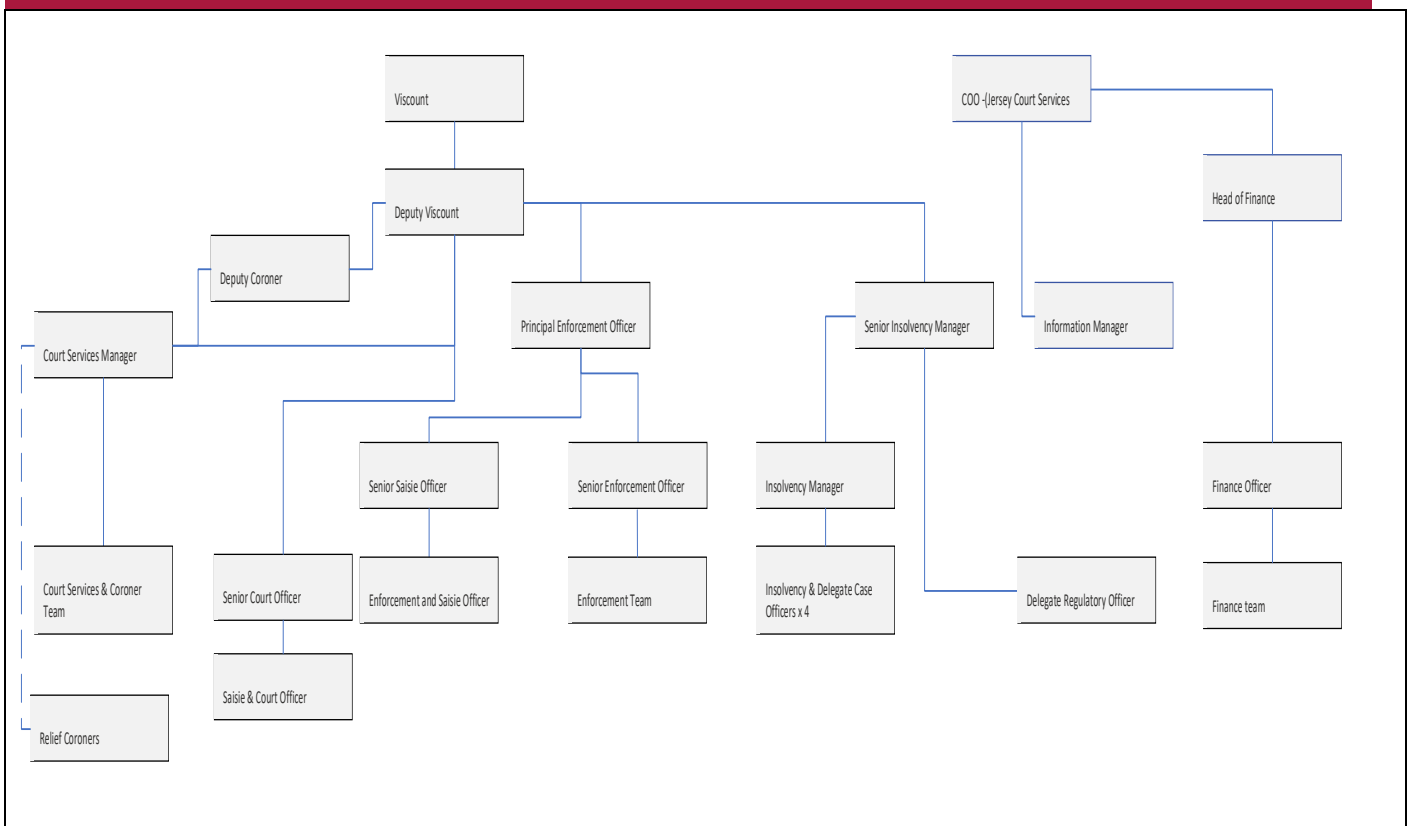
Statutory responsibilities

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

This role is [not] 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. [Check the ‘nots’?]

Organisational structure

Organisation chart



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>Qualifications Please state the level of education and professional qualifications and / or specific occupational training required.</p>	<p>Educated to A level standard.</p> <p>A qualification in Prince2, PMP, MSP or Agile.</p> <p>Accountancy or Administration qualifications, eg part qualified accountant, or;</p> <p>Legal qualification at Certificate Level eg Diploma in Law and Practice</p>	<p>Degree or equivalent specialist knowledge in Economics, Business, Finance</p> <p>Level 7 post graduate qualification or equivalent gained by substantial practical experience in a relevant specialism, including Finance/Law and or MBA</p>
<p>Knowledge 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).</p>	<p>Detailed knowledge of Jersey Law relating to Insolvency, Capacity, Property and Company liquidations with particular reference to the Bankruptcy (Désastre) Jersey Law 1990, the Capacity and Self-Determination (Jersey) Law 2016 and the Companies (General Provisions) Order 2002.</p> <p>A comprehensive understanding of insolvency and delegate responsibilities underpinned by theory and experience.</p> <p>A sound knowledge of Microsoft 365 applications (Word, Excel, Outlook and CRM).</p> <p>Accountancy knowledge to interpret financial statements including those demonstrating fraudulent activity.</p>	

	<p>Comprehensive knowledge, or ability to establish, of the range of services provided by Government and the Courts and private and voluntary sectors all of which will have an overlap on matters relating to insolvency and delegations.</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>Management and auditing of confidential and sensitive records and information on a variety of databases including both internal and external systems within data protection legislation.</p> <p>Excellent written and verbal skills in order to communicate widely with a range of audiences, including preparing complex Court Representations and Reports on complex insolvency matters.</p> <p>Analytical skills including skills in editing, quality assurance and critiquing reports written by others to ensure accuracy.</p> <p>Researching skills to interpret legal case law from a range of jurisdictions.</p> <p>Driving licence in order to attend sites at various locations.</p>	<p>Knowledge of French</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>Excellent planning and organisational skills.</p> <p>Excellent verbal and written communication skills in order to communicate with a range of audiences and professionals within and outside the organisation.</p> <p>Ability to produce accurate written materials (letter, reports, proposals) for a variety of audiences including the Royal Court.</p> <p>Proven ability to act with the highest levels of discretion and probity at all times, as dealing with sensitive legal and personal information .</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>At least 5 years management experience, including management of teams, obtained by a combination of professional experience and more formal management training.</p> <p>Experience in managing and working alongside a diverse range of stakeholders within the public and private sector or a similar context.</p> <p>A proven track record of achieving objectives on time.</p>	

Personal Attributes

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 accountabilities attributes and behaviour indicators.

Contextual Information