

## Job Title: Principal Constituency Support Officer

---

<b>Department:</b>	States Greffe	
<b>Section:</b>	Chamber and Members' Support	
<b>Reports to:</b>	Assistant Greffier of the States (Chamber and Members' Support)	
<b>JE Ref:</b>	SG1036	
<b>Grade:</b>	CS 12	<b>JE Date:</b> 14.03.2024

### Job purpose

Manage the provision of a comprehensive advisory, research and administrative service for States Members in their constituency work, presenting information and advice in an authoritative and highly accurate, yet impartial, voice that is relied upon by the Members and the public, including their constituents.

Work with authority and the trust of States Members, senior stakeholders and colleagues, and promote confidence in the operation of the Island's parliament, holding to the highest standards of integrity and professionalism.

### Job specific outcomes

1. Lead on the organisation and delivery of the States Greffe's constituency support function to ensure that States Members have access to the support required for them to undertake their duties effectively, including support for research, speech-writing, office-management, diary management, inbox management, personal welfare and wellbeing, the fulfillment of legal responsibilities (such as Data Protection) and for meetings held by Members with their constituents or with third parties in connection with constituency work.
2. Line-manage a team of research and project officers in the Constituency Support Team: setting and monitoring team and individual objectives to encourage professional development and the delivery of the service and of individual projects on time, within budget and to the required high standards.
3. Manage the casework of States Members arising from their constituency work (leading on the identification of solutions to challenges faced by members in undertaking this work) to ensure that members are well equipped and have access to support and resources so that they can engage effectively with their constituents.
4. Act as an authoritative and expert advisor to States Members, working very closely and effectively with those members to ensure they are fully informed and briefed on matters relating to the discharge of their duties for constituency work. This includes on matters of States Assembly and Government of Jersey procedures, policy, legislation (including Data Protection and Health and Safety), work programming and communications.
5. Direct and undertake research requested by States Members on complex matters for the preparation of material for Members' interaction with their constituents and with third-parties when dealing with constituency casework; providing wholly-reliable and authoritative written and oral

briefings in order to enhance informed political discourse and decision-making by members.

6. Engage and communicate effectively and authoritatively with Ministers, other States Members, senior officials, multiple stakeholders and members of the public (including at meetings) in order to facilitate highly effective and efficient engagement by States Members with them as the Members undertake their casework; working to solve any difficulties arising and to expedite decision-making and using astute judgement as to when, in exceptional cases, to refer matters upwards.
7. Manage a range of quality assurance processes to ensure the highly professional standard of all output; including reports, minutes and file notes, briefing papers, presentations, and other public-facing / high-impact work.
8. Engage with the work of the States Greffe Members' Resources Team and the Digital and Public Engagement Section to ensure the coordinated delivery of service to States Members in the support, advice and assistance they receive from the States Greffe when acting in an independent capacity; including ensuring Members have all the resources they need to help engage their constituents, administering requests to access support from constituency funds (and monitoring the balance of those funds), and advising as necessary on Members' needs in respect of continuing professional development and their engagement with States Assembly functions and proceedings.
9. Lead and contribute to other departmental projects to deliver the wider strategic and business objectives of the States Greffe.

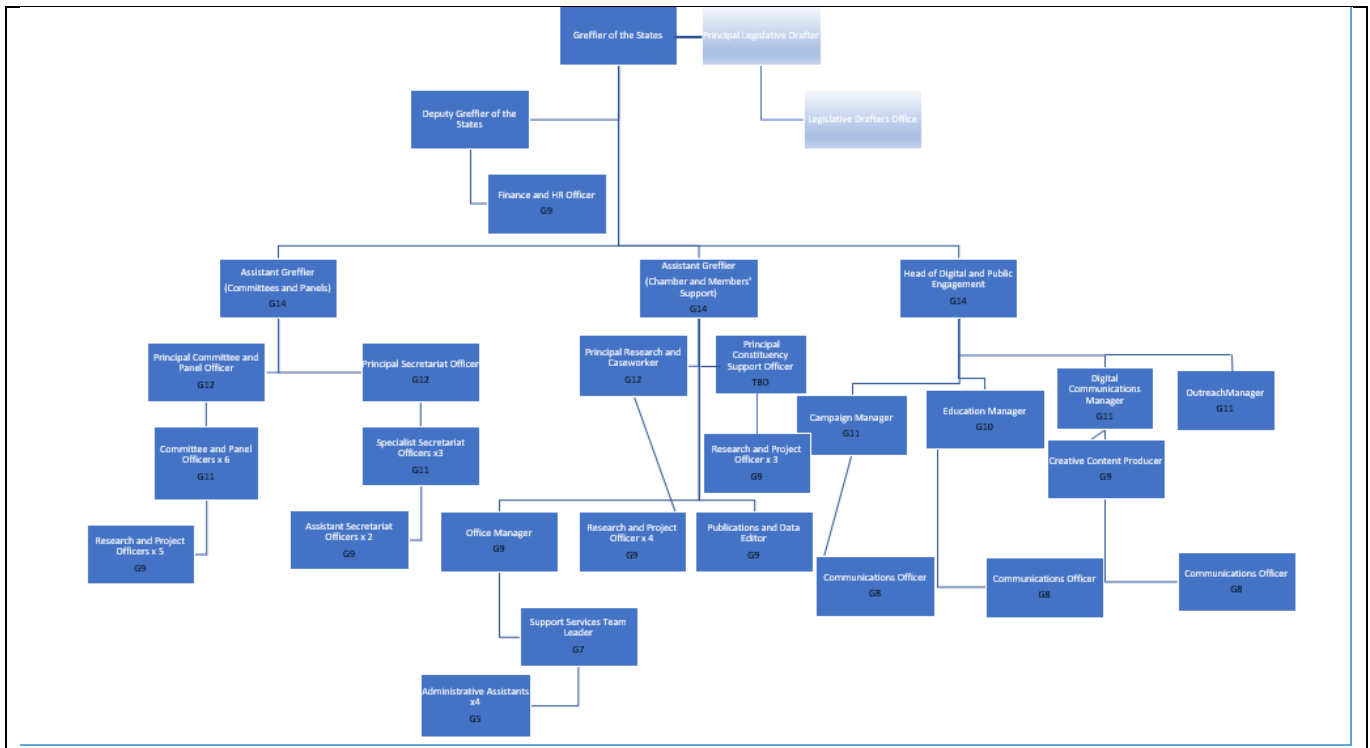
#### **Statutory responsibilities**

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 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.

#### **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><b>Qualifications</b></p> <p><i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Degree or equivalent experience in subject area that demonstrates strong research / report writing skills and high academic aptitude.</p> <p>Management/leadership qualification (e.g. external level 3 or above CMI accreditation or internal SoJ programme).</p>	<p>Postgraduate degree in subject area that demonstrates authoritative research / report writing skills and high academic aptitude.</p>
<p><b>Knowledge</b></p>	<p>Comprehensive understanding of the</p>	

<p><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>strategic, legislative and political frameworks of the States of Jersey and Government of Jersey.</p> <p>Excellent understanding of policy and legislative issues facing the Island.</p>	
<p><b>Technical / Work-based Skills</b></p> <p><i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Ability to understand, assimilate and advise on complex legislative, organisational and governance issues quickly and accurately in stressful and pressured political situations.</p> <p>Clear, concise, accurate oral and written communications in excellent English.</p>	<p>A working command of both spoken and written French as the States Assembly is a bi-lingual parliament.</p> <p>A working command of one or more of the languages widely spoken in Jersey: Portuguese, Polish and Romanian</p>
<p><b>General Skills/Attributes</b></p> <p><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 influencing, Diplomacy and communication skills.</p> <p>Capable of leading multiple tasks and processes.</p> <p>Politically astute. Team-builder and motivator.</p> <p>Excellent judgement, working well in a pressured environment on complex matters.</p>	
<p><b>Experience</b></p> <p><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</i></p>	<p>Experience working in a parliamentary or policy-based public sector context.</p> <p>Management / leadership experience.</p>	

<i>(for example a period of post-qualification experience).</i>		
---	--	--

## 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.