

SPPP Head of Business Support

Department: SPPP

Reports to: Group Director for Public Policy

Responsible for: Project and Governance Officer; Public Health Project and Governance Officer; Public Health Executive Assistants; SPPP Administrator

JE Ref: SPPP1040.1

Grade: CS14

JE Date: 08/09/2022

Part of the SPPP executive leadership team. Ensures that SPPP and its numerous arm's length functions are fully compliant with all legislative, statutory, contractual and mandatory requirements and leads strategic, operational and business management, performance improvement, transformation and cultural change to minimise the risk of a legal or statutory breach (including financial), reputational damage, risk to vulnerable Islanders and non-delivery of government priorities. Acts as Data Governance Officer (DGO) for SPPP. Line management of the SPPP governance team, currently comprising six staff.

Provide expert advice, training and direction, and lead the design, implementation and delivery, of corporate policy, procedures, processes, systems and controls for the department and its arm's length functions. Lead the department's Governance Board function and lead risk management, business continuity, health, safety and wellbeing, information security and records management, ensuring visible, robust leadership and compliance with all corporate governance requirements, thereby mitigating the risk of a breach and/or legal action.

Fulfil the role of the Data Governance Officer. Provide provide ongoing review of the department's information management strategy, ensuring highly sensitive and highly confidential information is managed and retained in line with the Data protection (Jersey) Law 2018 and Government policy and standards. Lead on the development and maintenance of departmental filing systems to enable accurate records management, adherence to retention schedules and effective version control. Represent SPPP at the Data Protection and Information Governance Boards.

Lead, direct and manage the department's governance function (either directly or through business partner arrangements). Provide professional, expert guidance, undertake appraisals, deal with disciplinary matters, recruitment and selection decisions. Identify capability requirements and champion staff development, talent and career management, encouraging learning and development.

Manage the Service Level Agreements/Memorandums of Understanding (SLAs/MoUs) and governance relationships with Arm's Length Functions, who provide high profile, legally-required services for the Island's most vulnerable people e.g. safeguarding for children and adults. Oversee periodic reviews of Arm's Length Functions and provide effective performance monitoring, ensuring

services are delivered as required and that Financial Directions and the Comptroller & Auditor General's recommendations regarding oversight are implemented. Ensure effective working arrangements, trusted relationships and strong networks. This will secure effective, productive, value for money services, which contribute to government objectives and protect vulnerable Islanders. Ensure delivery of the department's duty of care for public servants working in Arm's Length Functions.

Oversee the co-ordination of public/inter-departmental requests for information, for the department (e.g. health and safety, FOI/SAR requests, complaints, gifts and hospitality etc.) monitoring responses to and highlighting any trends and emerging issues, supporting the OneGov continuous improvement and learning environment.

Support the implementation of specific corporate programme/project initiatives, collating information regarding matters of business and change management to advise the Governance Board.

Work closely with the department's business partners, ensuring their contribution is focused and effective. Business partner support includes finance, people, communications, ICT and project/administrative services. This will result in financial and legal compliance, the effective use of resources (finance and people), and the efficient functioning of the department and its arm's length functions which improves values for money for Islanders.

Responsible for the co-ordination of the department's risk and internal control & compliance matters, ensuring that risk and issue registers are kept up to date and that mitigating actions are monitored for completion, implementing business continuity plans and reducing the departments exposure to risk. Fulfil the role of Departmental Business Continuity Lead and Risk Manager.

Promote a positive and proactive learning culture across the department where colleagues are encouraged and enabled to take personal accountability for managing career development. Champion the use of Virtual College, My Development portal and other government wide learning initiatives to ensure that colleagues receive positive experiences to increase their individual capability. Ensuring that all statutory and mandatory training is completed by colleagues will ensure that the department is compliant with standards and policy.

Deliver work in a timely, effective manner, and work in partnership with the Governance team. Ensure appropriate Secretariat functions are allocated according to requirements, including, where appropriate, fulfilling that role. Lead projects and tasks, and/or coordinate the commissioning and management of consultants and contracts, where requested.

Act as a role model at all times. Work collaboratively as part of Team Jersey on all matters that impact on the department in order to deliver a learning culture focused upon improvement and high performance. Undertake a range of ad-hoc work as required on larger projects or change initiatives to contribute to the development and improvement of SPPP.

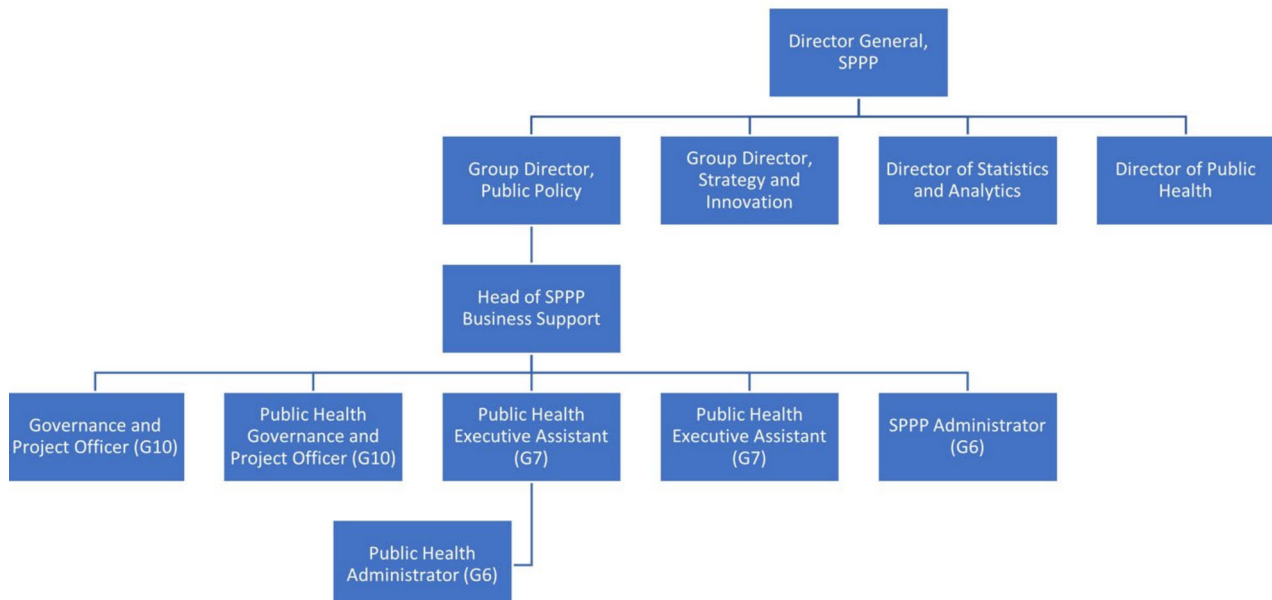
Statutory responsibilities

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

ONE GOVERNMENT DEPARTMENTS



Organisational structure



Person Specification

	Essential	Desirable
Qualifications	<p>A relevant degree and a professional qualification or higher degree e.g. economics, governance or public sector management.</p> <p>A recognised management or data qualification or equivalent experience gained during a management role.</p>	<p>Project management and/or Change Management qualification.</p> <p>Specialist knowledge (e.g. learning & development, HR, bookkeeping) could include: a professional diploma or certificate.</p>
Knowledge	<p>Knowledge of all aspects of corporate governance including risk management, business continuity, information security, health & safety, wellbeing.</p> <p>Understanding of corporate change and governance projects across government and the role of departments. Ability to effectively contribute from a position of significant knowledge and experience.</p> <p>Proven ability to utilise advanced knowledge, experience and judgement to analyse and interpret highly complex and multifaceted problems and to generate practical solutions.</p> <p>Detailed understanding of the strategic, legislative and political frameworks of the States of Jersey and ability to operate at the highest level within them.</p> <p>Knowledge of relevant Jersey Law, including legislative frameworks governing financial and information management, human resources and employment.</p> <p>Experience of leading a specialist function.</p>	
Technical / Work-based Skills	<p>Good understanding of the political and operational processes.</p> <p>A strong personal presence, effectiveness and credibility with a diverse range of stakeholders.</p>	<p>Programme/change management experience</p>

	<p>Ability to challenge and negotiate with stakeholders to implement and adhere to legal and policy requirements and to improve performance; willing to lead challenging conversations where necessary.</p> <p>Good presentation and communication skills to communicate complex, sensitive or contentious information.</p> <p>Excellent writing skills; ability to create documents, communications materials and supporting government publications which explain complex issues clearly and simply.</p>	
General Skills/Attributes	<p>IT skills, particularly with Microsoft Office applications, including O365.</p> <p>Ability to motivate employees while guiding them through difficult change and delivering on objectives.</p> <p>Ability to understand and manage the occasionally competing needs of organisations and individuals.</p> <p>Credible with a diverse range of stakeholders. Excellent oral and written presentation skills.</p> <p>Resilient, maintaining effectiveness under pressure.</p> <p>Ability to work independently and autonomously.</p> <p>Well organised; able to deal with multiple competing priorities and a high workload.</p> <p>Honesty, probity, integrity, resilience and determination.</p>	
Experience	<p>Significant senior leadership experience, including managing budgets of >£5m.</p> <p>Experience of negotiating and monitoring contracts with high profile service providers.</p>	

	<p>Substantial experience of working in a busy and varied professional office environment.</p> <p>Experience of devising and implementing robust corporate governance systems.</p> <p>Experience of leading performance improvement and/or change programmes.</p> <p>Good middle management level experience.</p> <p>Experience of successfully leading specific areas of policy and/or large-scale planning, leading engagement with a range of stakeholders.</p> <p>Experience of representing the views of senior managers to ensure that organisational policy, political, and communications priorities are fully understood by internal stakeholders.</p> <p>Experience of process design, management, measuring outcomes and performance indicators.</p> <p>Some experience of working with politicians in local/national government.</p> <p>Experience of working with legislative drafting teams to translate policy intentions into effective law.</p>	
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Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey Tier 3 core accountabilities attributes and behaviour indicators.