

Business Management Officer – Delivery Unit

Department: Cabinet Office - SPPP
Section: Delivery Unit
Reports to: Associate Director of Strategic Planning and Accountability
JE Ref: SPPP1050
Grade: CS10 **JE Date:** 10/03/2023

Job purpose

Supporting the Director of Delivery and Improvement in implementation of all corporate, strategic change and departmental business initiatives. Supporting the Delivery Unit function by maintaining key operational governance and control frameworks.

Job specific outcomes

- Support the implementation of specific corporate programme/project initiatives, collating information regarding matters of business and change management.
- 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 which improves values for money for Islanders.
- Responsible for the co-ordination of the departments 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 Business Continuity Lead.
- 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 Delivery Unit 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. Be an expert user in procurement systems and processes in order to adhere to the Public Finance Manual.

- 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. Fulfil the role of the Data Champion. Lead on the development and maintenance of departmental filing systems to enable accurate records management, adherence to retention schedules and effective version control.
- Act as a role model at all times. Work collaboratively on all matters that impact on the Business Management and the department in order to deliver a learning culture focused upon improvement and high performance. This will include supporting other Delivery Unit colleagues during increased workload as well as covering during periods of absence. Undertake a range of ad-hoc work as required on larger projects or change initiatives to contribute to the development and improvement of the Delivery Unit.

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

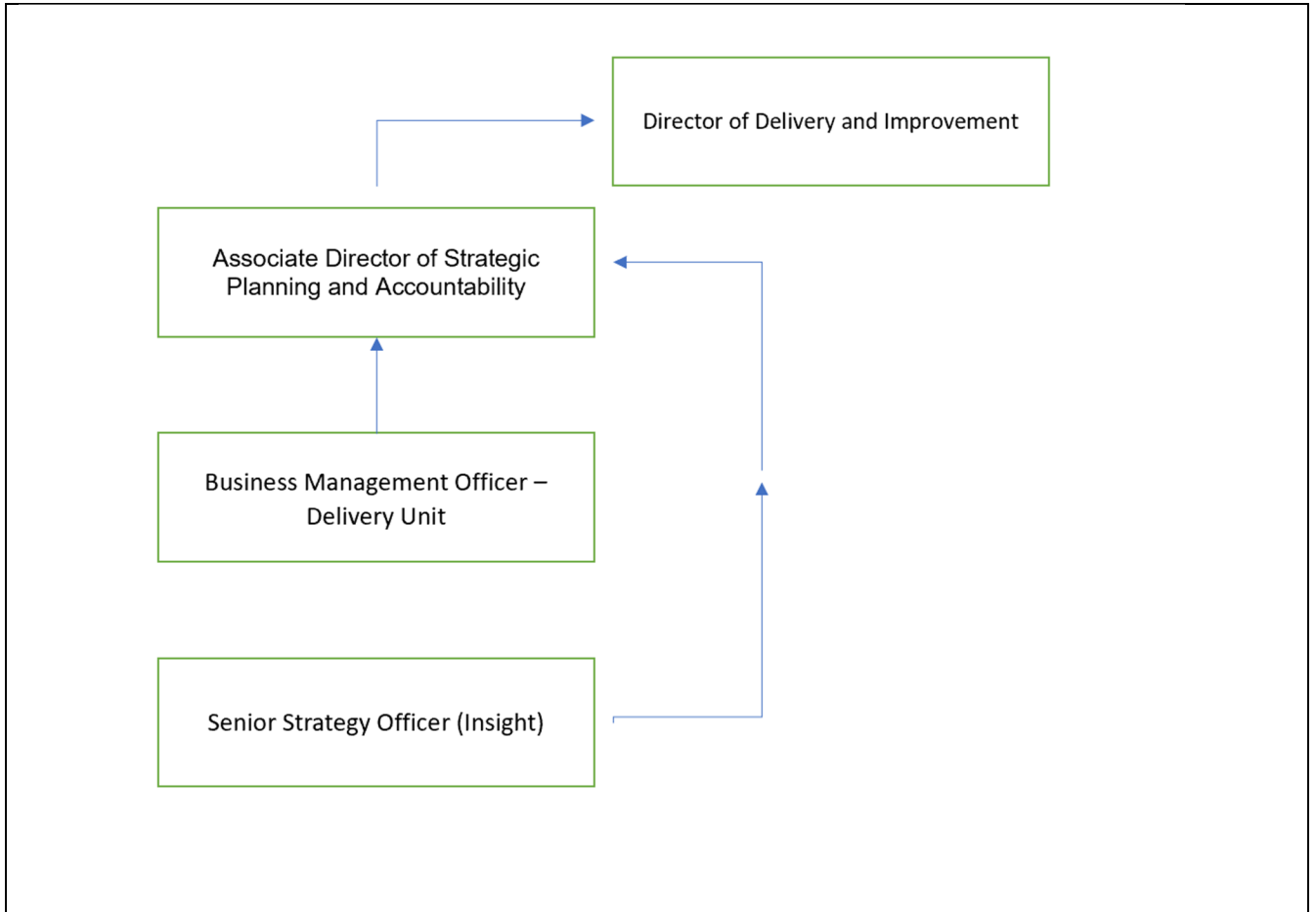


Organisational structure

Government Departments



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 <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p> | <p>A relevant degree or more generalist business administration experience. A recognised management qualification or equivalent experience gained during a management role</p> | <p>Project management and/or Change Management qualification. Specialist knowledge (e.g. learning & development, HR, data protection, bookkeeping) could include: a professional diploma or certificate.</p> |
| <p>Knowledge <i>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).</i></p> | <p>A sound knowledge of a range of business management activities:</p> <ul style="list-style-type: none"> • Records management • Procurement • HR • Finances • IT systems • Health & Safety • Change Management | <p>Working knowledge of corporate policies such as Data Protection, Freedom of Information, Public Finance Manual.</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>Good understanding of the political and operational processes.</p> <p>Good presentation and communication skills to communicate complex, sensitive or contentious information. Excellent writing skills; ability to create documents, communications materials and supporting government publications which explain complex issues clearly and simply.</p> | |

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| | <p>Advanced word skills (tables of contents, footnotes, and endnotes, adding comments, tracking changes, comparing and combining documents, creating envelopes and labels, using Mail Merge, and protecting documents)</p> <p>Advanced Outlook skills (modify and manage message options, tracking and delivery options, voting options, contact options, calendar options)</p> <p>Good Microsoft Teams skills (arranging meetings, sharing screens, customising channels)</p> <p>General Skills/Attributes IT skills, particularly with Microsoft Office applications, including</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>IT skills, particularly with Microsoft Office applications, including O365.</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 provide training on relevant systems</p> |

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| | <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> | |
| <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>Substantial experience of working in a busy and varied professional office environment.</p> <p>Good middle management level experience.</p> <p>Experience of successfully leading engagement with a range of stakeholders.</p> | |

Personal Attributes

Delete as appropriate:

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.