

## Operations Lead

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**Department:** SPPP  
**Section:** xx  
**Reports to:** Vaccination Services Manager s  
**JE Ref:** SPPP1060

**Grade:** CS10

**JE Date:** 02/11/2023

### Job purpose

The Operations Lead supports the Vaccination Manager in providing leadership and direction to the delivery model, ensuring the implementation of operational delivery plans, the effective supply of vaccines through liaison with UK suppliers and other agencies, effective reporting to relevant stakeholders, maintenance of risk registers and action/decision logs.

The Operations Lead provides leadership and direction to the vaccine service on a day to day basis.

### Job specific outcomes

1. Leads and develops operational delivery plans and validates all the work stream plans, including workforce, digital, inventory and governance work streams.
2. Assists with implementing, evaluating and planning the standard operating procedures for each delivery tier, ensuring clinical governance and risks are monitored and reported throughout.
3. Leads and develops robust reporting processes for the programme, including ensuring regular reporting to all relevant stakeholders within and outside the organisation.
4. Ensures that each delivery area is safe and able to deliver a vaccine service.
5. Maintains risk registers and action/decision logs in accordance with risk management and health and safety reporting requirements.
6. Troubleshoots any issues that may arise by initiating business continuity plans. Reviews services to ensure effectiveness and efficiency and identify improvements through creating a culture of continuous improvement.
7. Provides leadership and direction to the vaccine centre on a day to day basis including 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.

- 8. Attends UK vaccine supply and demand meetings and briefs others inside and outside the organisation on any supply issues.
- 9. Acts proactively to ensure an adequate supply of vaccine on island.
- 10. The postholder will require flexibility and may be required to undertake any other duties to support the vaccination service'

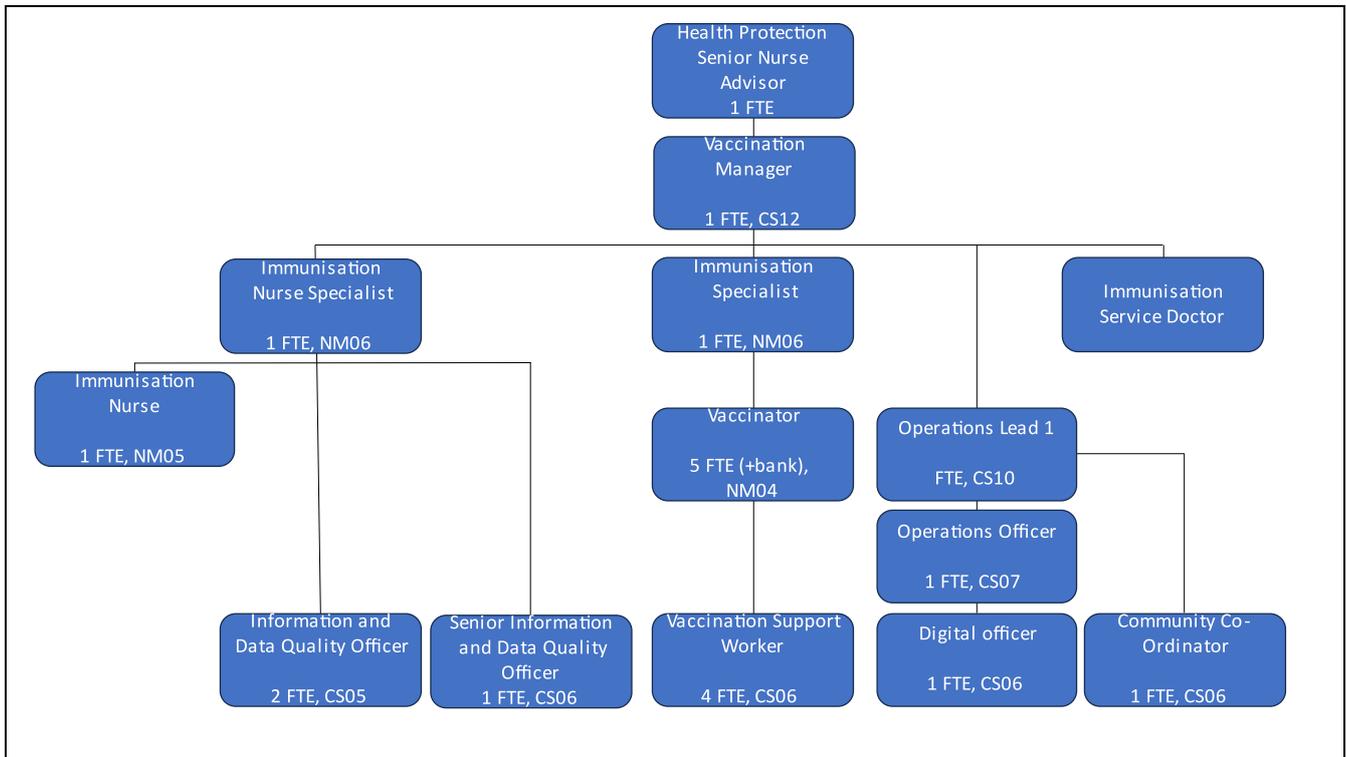
**Statutory responsibilities**  
 Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

**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
<b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i>	Educated to degree level or equivalent.  Recognised management qualification at level 5.  Project management qualification	
<b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the</i>	Thorough knowledge and understanding of work practices, policies and procedures relevant to the role.	

<p><i>understanding of a defined system, practice, method or procedure).</i></p>	<p>Excellent project management skills, including identification and management of issues and risks.</p> <p>Experience of setting up and using Standard Operating Procedures,</p> <p>Experience of risk management , compliance and risk registers.</p> <p>Up to date and comprehensive knowledge of health and safety workplace issues, especially in areas where members of the public are accessing services.</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>Ability to create a timely and accurate reporting environment.</p> <p>Digitally aware and competent user of Office 365 and other appropriate GoJ systems</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>Sensitive to and respectful of end user's needs.</p> <p>Excellent written and oral communications and stakeholder management skills.</p> <p>Demonstrably able to conduct analysis and produce insights into operational issues, challenges and risks.</p> <p>Effective team worker and people manager, able to guide, lead and motivate teams within a challenging delivery environment.</p> <p>Confident, highly motivated, resilient and delivery focused within a time critical programme environment.</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</i></p>	<p>At least 5 years experience working in a management role which encompasses risk management, people management, digital reporting.</p>	

<i>area of work if required by an external body (for example a period of post-qualification experience).</i>		
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## 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.