

Process and Systems Manager

Department:	Treasury and Exchequer	
Section:	Commercial Services	
Reports to:	Commercial Services, Head of Business Services	
JE Ref:	STE1048.1	
Grade:	CS13	JE Date: 27/03/2023

Job purpose

The Process and Systems Manager is responsible for developing, implementing, and owning the strategic roadmap of all systems, continuous and service improvements, leveraging available technologies, best practice, and innovation which deliver optimised services across Treasury and Exchequer.

This role is a highly specialist lead across the effective management of a systems and master data team driving GoJ improved adherence to policy and governance through optimised business information and enhanced user experience. Provision of expert knowledge for delivery of consistent, collaborative, and compliant major change programmes and accountability for continuous improvement.

Job specific outcomes

1. Builds and leads a specialist team responsible for the management and maintenance of all systems and data sources as designated global process owner across Treasury & Exchequer Commercial Services. Ensuring that the team and organisational capability is enhanced through an established structure of ownership, communication, and collaboration to ensure alignment across an integrated Treasury & Exchequer department and attainment of GoJ strategic priorities.
2. Specialist lead across all Integrated Technology Systems across the directorate and act as point of escalation for any technological issues relating to services driving collaboration with Centre of Excellence teams.
3. Direct and lead an integrated systems and process architecture across Treasury & Exchequer through oversight of a T&E P2P operational hub of blended skillsets across commercial services and finance colleagues to contribute to the delivery of streamlined process ownership across the Purchase to Pay on-system processes with alignment to off-system Commercial Services transformation processes.
4. Lead the service development function responsible for conducting current state assessments, identifying gaps in the standard model to design and implement process improvements to bridge the gaps.
5. Deliver and implement a complex Commercial Services process improvement strategy ensuring systems and ways of working are subject to regular review cycle, drive continuous improvement and process maturity, whilst enabling improved cross-functional collaboration.

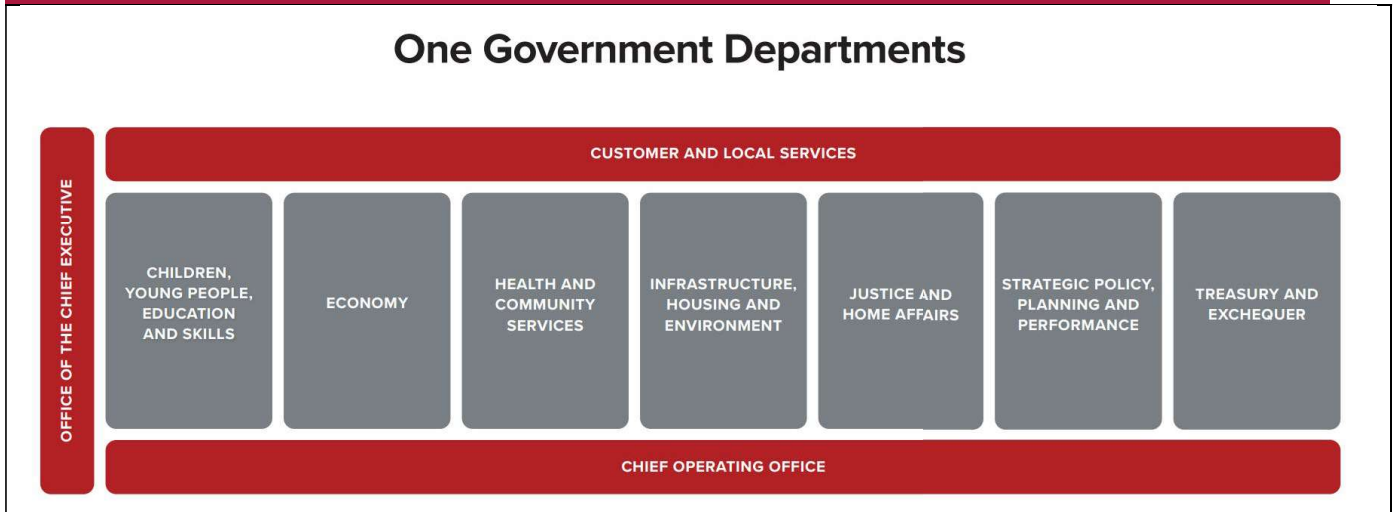
6. Responsible for all Treasury and Exchequer strategies across technology solutions, to improve efficiency and drive value-added activity and complex query resolution. Develop and own a decommissioning roadmap across Commercial Services identifying legacy systems and effective transition to new systems recognising capability and maturity of the department driving business performance.
7. Deliver standard operating procedures and non-standard processes that are fit for purpose and deliver efficiencies of time, resource and optimise opportunities for delivering value for money and planning across Treasury & Exchequer. Ensuring the process and systems team maintain a consistent and updated library of process maps and system resources for the end user.
8. Responsible for the compliance of business processes across the Government of Jersey to provide evidence of measurable savings and drive cross-government planning.
9. Responsible for the business embedding best practices and upskilling understanding of newly introduced technology and added value through compliance. Influence suppliers and internal and external relationship management through creation of networks with industry leaders and forward-thinking groups in the field to drive early adoption of new processes to refine and adopt new ways of working to drive efficiencies.
10. Responsible for the team's professional development, ensuring appropriate mechanisms are in place for employee appraisal, influence the progression of learning and development plans contributing to the continuous improvement and professionalism of the team of multi-functional staff.

Statutory responsibilities

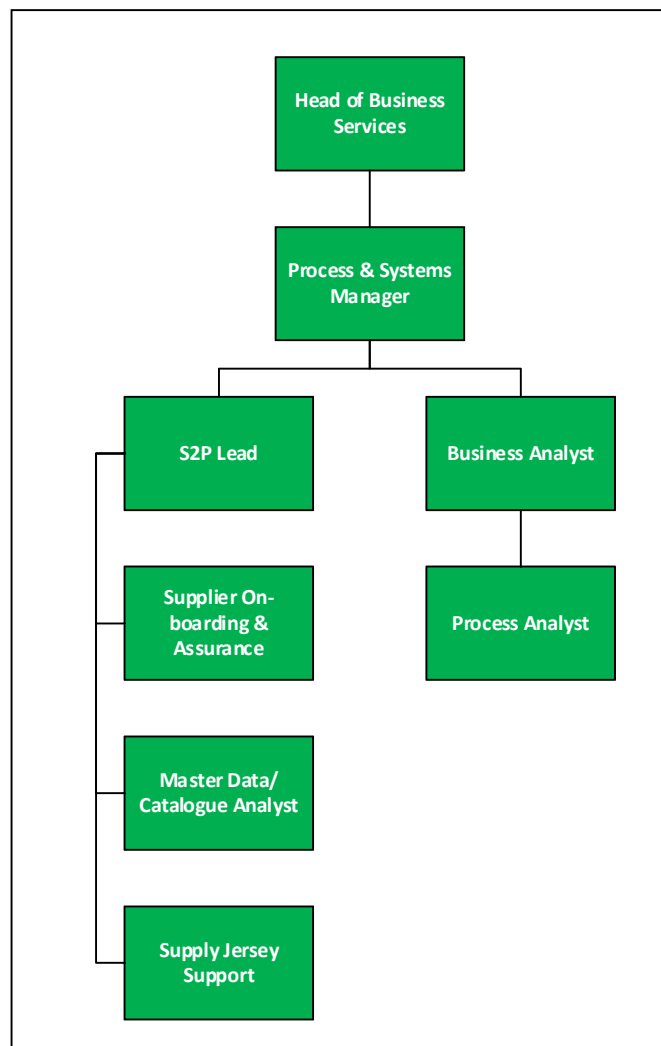
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

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



Organisational structure



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>Degree in Business Management or equivalent experience.</p> <p>Over 5 years equivalent experience to the role</p>	<p>Project management: Agile, Prince2 Business Improvement</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>Evidence of business engagement and stakeholder management within large organisations</p> <p>Knowledge of delivering and implementing strategic organisational performance and transformation through process & system improvements within large organisations that add value and simplify services for end-users</p> <p>Excellent knowledge of Systems and data, specifically MS Office, process-mapping and reporting tools to drive insight from data within complex organisations System implementation, management and development e.g. bug fixing, upgrades, version control, testing, data management, hypercare etc.</p>	<p>SAP Ariba with SAP S/4HANA</p> <p>Knowledge of:</p> <ul style="list-style-type: none"> • Full range of the organisation's finance and commercial activities and processes as they relate to the role
<p>Technical / Work-based Skills This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</p>	<p>Ability to conduct system infrastructure current state assessments and gap analysis. Developing implementation plans that enhance service offerings and make it easy for end users to comply with processes and procedures</p>	<p>Proficiency with software systems such as Firmstep, Alteryx</p>

	<p>Ability to probe issue, perform root cause analysis, recommend effective and efficient improvements ensuring alignment with vision, mission, objectives, strategy, business and user need</p> <p>Excellent problem-solving skills and ability to respond to sudden unexpected demands</p> <p>Exceptional ability to analyse complex facts and situations and develop a range of options and to make judgements across a wide range of issues impacting on service delivery to GoJ and therefore Public Services</p> <p>Ability to achieve enhanced business outcomes and efficiencies through the continuous development, improvement and optimisation of commercial and procurement systems and processes</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>Exceptional analytical reasoning and ability to drive insight led decision making through robust data analysis</p> <p>Demonstrable interpersonal skills, with the presence to be a role model for other team members, coach others and the confidence to challenge at all levels</p> <p>Ability to move at pace, learn quickly, agile and innovative. Be structured in their approach and constructively challenging the legacy position</p> <p>Ability to build strong credible relationships based on trust, reliability and constructive challenge with GoJ senior business owners, stakeholders and strategic suppliers</p> <p>Demonstrates strong capability and capacity for critical thinking and ability to apply this insight in a practical and engaging manner</p>	

	<p>Utilising a deep knowledge of broader business contexts, understanding of business priorities and objectives and how they align with strategy and an in-depth knowledge of the Government Plan.</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>Demonstrable experience of making commercial policies, systems and processes easy to work with to drive value and reduce inefficiencies Experience, at a strategic level, in driving effective process compliance and performance management</p> <p>Shows a willingness to look for ideas or intelligence from outside the immediate Commercial Services team, their business, and their industry</p> <p>Demonstrable experience of driving best value within a commercial/procurement environment Significant experience of:</p> <ul style="list-style-type: none"> • Delivering successful projects for large organisations and their networks/customers • Developing teams to deliver outcomes that improve service delivery, deliver value for money, social value, risk mitigation, innovation and establish sustainable relationships • Driving commercial best practice and advocating a customer focussed approach to commercial procurement • Presenting to Board level stakeholders and Senior Management Teams <p>Innovative thinking, drawing on practices, ideas and intelligence from outside of the immediate engagement team, their business and their industry. Experience, including at a strategic level, in driving effective process</p>	<p>Experience working alongside senior stakeholders in Government</p>

	compliance and performance management	
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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 1 to 3 core accountabilities, attributes and behaviour indicators.

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.