

Administration and Research Officer

Department	Office of the Chief Executive
Division	Ministerial Support Unit
Reports to	Private Secretary
JE Ref:	
Grade:	8

Job purpose

To provide a comprehensive and professional administration and research support service to Ministers and Assistant Ministers to enable them to meet their ministerial priorities, thereby ensuring a sound contribution to the work of the Government of Jersey.

Job specific outcomes

- Ensure that Ministers and Assistant Ministers are able to effectively discharge their duties in the States Assembly by providing high quality administrative support, and a range of other related duties, to the Minister and their Assistant Minister, as part of the effective operation of the ministerial office, including sourcing materials and background research.
- Undertake quality research into complex matters to inform the work and improve the decision making of Ministers and Assistant Ministers.
- Ensure the day-to-day business of the Minister and Assistant Ministers is transacted in an efficient and timely manner, including preparing draft responses to constituents and stakeholders and researching answers; attending internal and external meetings and visits; and maintaining a record of meetings and action points.
- Promote internal awareness and understanding of political, public and media issues as they arise with relevant colleagues, supporting a culture of government responsiveness and transparency (so that Ministers can deliver for Islanders and be held to account as they do so).
- Deliver improvements to service provision, and hold responsibility for specific activities and processes to ensure services continue to meet agreed quality standards, guidelines and procedures.

Statutory responsibilities

The post holder's role includes supporting Ministers and Assistant Ministers to comply with their statutory duties under the States of Jersey Law and Standing Orders – mainly by way of developing, with the Head of the unit, processes and procedures. The post holder does not have any statutory responsibilities in their own right.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	A degree and/or professional qualification in a related subject area, for example, business studies, politics.	
Knowledge	Knowledge and ability to interpret department and working policies, with the ability to ensure that relevant policies and procedures are fully implemented.	A strong understanding of the key issues that affect the Island, of local news and events, and of the States Assembly, its role in the Island and its activity,
Technical / Work-based Skills	Strong analytical skills and the ability to work accurately whilst under pressure to understand problems or situations within a politically exposed environment and to select the appropriate approach to resolve the problem and reflect on the result.	

	<p>IT skills, with a knowledge of Microsoft office software, in particular Word, Excel and PowerPoint.</p> <p>Must have an eye for detail, the ability to process work with accuracy and prioritise tasks.</p>	
General Skills/Attributes	<p>Excellent communications skills, being able to work as part of a small team and in close proximity to Ministers and Assistant Ministers.</p> <p>Able to deal with many high priority issues at the same time, maintaining a calm and professional approach whilst quickly developing a strong rapport with others.</p> <p>Ability to proficiently use Microsoft software packages.</p> <p>High level of customer service including the ability to demonstrate a level of assertiveness to achieve a positive outcome.</p> <p>Must have the initiative to make decisions where no precedent or guidance is available, minimise any negative impact on the reputation of the organisation.</p>	
Experience	<p>Proven experience and service delivery in a fluid, fast moving and sensitive environment.</p>	

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 core accountabilities attributes and behaviour indicators.

Additional job information

Specific to the role

The following sections are included to ensure that a complete picture of the job can be gained for job evaluation purposes. The requirements of the job are summed up in the preceding sections; nothing in the following sections should sit at odds with the earlier information to word count for each element should be no more than 100 words. The Additional job information section will be removed once the job has been evaluated.

Communication and Relationships

Tell us about the skills required by a typical post-holder to communicate, establish and maintain relationships and gain the cooperation of others. Let us know the skills required to motivate, negotiate, persuade, make presentations, train others, empathise, communicate unpleasant news sensitively and provide counselling and reassurance. You should also include any difficulties involved in exercising these skills.

Key relationships are:

- Ministers and Assistant Ministers: The key focus of the post-holder's work is to provide support and advice to their Minister and Assistant Ministers, working in support of the Private Secretary to deliver this effectively.
- Government of Jersey officials and colleagues in other areas of government and arm's length organisations: The post-holder will need to liaise with other Departments, including with senior staff, and with communications staff, as part of an overall government approach.
- Public and key external stakeholders: The post-holder will frequently engage with members of the public and external stakeholders in their role, both in accompanying Ministers and Assistant Ministers on visits and at events and drafting correspondence for Ministers and Assistant Ministers.

The post holder will inspire, encourage and facilitate other stakeholders to work in partnership. This includes representatives of external agencies and work colleagues.

Excellent oral and written communication skills are required. The post-holder is an exceptional team player and develops and nurtures effective working relationships with colleagues.

Analytical Skills

Please describe the analytical and judgemental skills required to fulfil the requirements of the job. Consider any requirements for analytical skills to diagnose a problem or situation, or to understand complex situations or information, and judgemental skills to formulate solutions and recommend/decide on the best course of action.

The post-holder provides a professional research and administration service that supports complex issues and the decisions of Ministers and Assistant Ministers and senior colleagues, in addition to broader government matters. They quickly analyses complex and frequently sensitive information to deliver written reports and notes, and make recommendations as appropriate, which command the confidence of stakeholders.

Planning & Organisation

Please tell us about the planning and organisational skills required to fulfil the job responsibilities. You should include a description of the skills required for activities such as planning or organising services, departments, rotas, meetings, conferences, events and for

strategic planning. Please reference the complexity and degree of uncertainty involved in these activities. Include details of the length of typical planning horizons.

Supports the Private Secretary, and Assistant Private Secretary, liaising or seeking support as and when required, rather than through regular supervision. Manages workload as agreed with the Private Secretary, in response to priorities and objectives, whilst maintaining flexibility in order to respond to other priorities. Problem solves across own areas of work, taking responsibility for managing and resolving conflicting priorities. Must have excellent time management and organisational skills to make progress with work activities.

Physical Skills

Tell us about any physical and sensory skills, hand-eye co-ordination, dexterity, manipulation and/or requirements for speed and accuracy, keyboard and driving skills required by the role. Include the reason it is needed, and how frequently it is used. Please ensure that this information is in line with the Person Specification.

Will use PC/Laptop, keyboard and mouse.

Policy and Service Development

Tell us about any responsibilities of the job for development and implementation of policy and/or services. Let us know the nature of the responsibility and the extent and level of the jobholder's contribution to the relevant decision-making process, for instance, making recommendations to decision makers. Also, tell us whether the relevant policies or services relate to a function, department, division, directorate, the whole trust or employing organisation, or wider than this; and the degree to which the responsibility is shared with others.

Refers to and complies with Policy and internal working processes and standards. Contributes to the implementation of policies for areas of responsibility and proposes policy or service changes. The post-holder will influence the operational development of the section in which they operate.

Financial and Physical Resources

Include any financial sums important to the job and briefly explain the job's active involvement (e.g. payments processed, budgets monitored, budgets managed, procurement and/or contract values, how much the job may spend, efficiency savings etc.). If this feels difficult to answer because amounts vary across teams, then include for each team, or state a range.

Let us know of any physical assets (including clinical, office and other equipment; tools and instruments; vehicles, plant and machinery; premises, fittings and fixtures; personal possessions of patients/clients or others; goods, produce, stocks and supplies).

Please describe the nature of the responsibility clearly (e.g. careful use, security, authorised signatory, maintenance, budgetary and ordering responsibilities); the frequency with which it is exercised; the value of the resources; and the degree to which the responsibility is shared with others.

The post-holder will monitor and advise senior colleagues regarding expenditure on projects for which budget is allocated.

People Management

Let us know about any responsibilities of the job for management, supervision, co-ordination, teaching, training and development of employees, students/trainees and others in an equivalent position.

Include work planning and allocation; checking and evaluating work; undertaking clinical supervision; identifying training needs; developing and/or implementing training programmes; teaching staff, students or trainees; and continuing professional development (CPD). It also includes responsibility for such personnel functions as recruitment, discipline, appraisal and career development and the long-term development of human resources. The nature of the responsibility is more important than precise numbers of those supervised, co-ordinated, trained or developed.

N/A

Information Resources

Tell us about any specific responsibilities of the job for information resources (e.g. computerised; paper based etc.) and information systems (both hardware and software e.g. HR or medical records).

Let us know about the nature of the responsibility (security; processing and generating information; creation, updating and maintenance of information databases or systems) and the degree to which it is shared with others.

Responsible for the collation and statutory compliant processing/storage of all documentation generated by their work. This includes confidential Government documents, legal advice or evidence provided by witnesses and stakeholders, as well as high volumes of reports, consultations and research material amongst many others.

Freedom to Act

Please tell us about the context in which the job operates, illustrating the extent to which a typical post-holder would have accountability for their own actions and those of others, to use own initiative and act independently; and the discretion given to the jobholder to take action. Consider supervisory/managerial control; instructions, procedures, practices and policies; professional, technical or occupational codes of practice or other ethical guidelines; the nature or system in which the job operates; the position of the job within the organisation; and the existence of any statutory responsibility for service provision.

The post-holder works autonomously on tasks, though collaboratively with the other colleagues in various teams and projects, co-ordinating and managing the delivery of work for which they are responsible.

Physical Effort

What level of physical effort (e.g. normal office work, lifting, pushing, pulling, applying force etc.) is required, including approximate weights, for what reason and how frequently is it required.

Normal office work.

Mental Effort and Concentration

Describe the type and extent of tasks that require concentration. E.g. the period and continuity. This might include practical tasks including driving, and desk-based work.

Frequent prolonged periods of concentration and intellectually challenging work in isolation or during meetings.

Emotional Effort

Describe the nature, level and frequency of emotional circumstances the job directly encounters. The test is not whether a specific person is upset by what happens as a regular part of the job, it is whether any reasonable person would become upset.

There will often be instances of multiple deadlines arising on the same day and demands for work to be completed quickly in order to meet political deadlines which may be stressful and require resilience in order to be dealt with.

Working Conditions

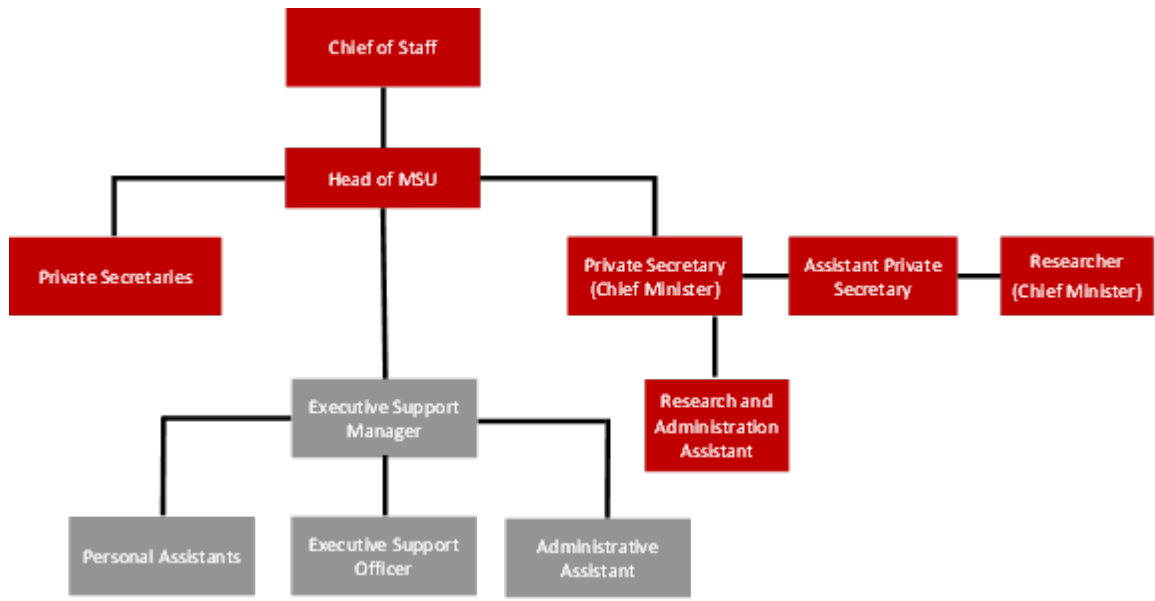
*Tell us about the nature, level, frequency and duration of demands arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise, and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.*

Little or no exposure to unpleasant working conditions.

Any other information

Include any information that you believe is important to ensure that we have a sound understanding of the role that is not included anywhere else in the form.

Organisation chart



Date of Evaluation

Post Number

Post Band