

## Head of Hub

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**Department:** Customer and Local Services

**Section:** Operational Leadership Team

**Reports to:** Group Director

**JE Ref:** CLS107

**Grade:** CS14                      **JE Date:** 20/04/2020

### Job purpose

To provide strategic and operational leadership to up large groups of employees in one of the department's Hubs that meets and exceeds business objectives ensuring consistent achievement of all financial and operational KPIs. Required to manage (in partnership with the wider CLS Senior Management team) a service Hub to deliver an outstanding 'Customer Experience' in keeping with States of Jersey One Government strategy and organisational Values.

### Job specific outcomes

- Take overall responsibility for the development and delivery of the Hub's Strategy aligning it with the department's overall business strategy including acting on behalf of the Group Director in specific issues ensuring the smooth and effective running of the Hub and freeing up the Group Director to concentrate on the most complex of issues.
- Lead, inspire and motivate a team of managers and employees to ensure operational excellence, high employee engagement and service improvement is achieved by ensuring effective people and performance management structures are in place across the Hub including setting, communicating, monitoring and reviewing service and performance KPI's to maintain and improve levels of service.
- Analyse performance data and trends to identify opportunities to improve the services of the Hub and Department, and recommend policy and legislative changes with relevant stakeholders, thereby ensuring that services meet the needs of the people of Jersey and the organisation's One Gov vision.
- Accountable for the development and implementation of a broad range of projects, creating and embedding a continuous improvement culture to ensure services and benefits are delivered to the public of Jersey in the most cost effective, efficient and compliant manner, ensuring year on year efficiencies are achieved and customer outcomes are improved.
- Implement, embed and maintain an effective risk management framework to drive improvement in customer service, accuracy and processes through measurement, analysis, research and implementation of strategic solutions, ensuring effective controls and governance.
- Accountable for the Hub's substantial budget ensuring compliance with SOJ financial directions, identifying and implementing opportunities to make cost savings and efficiencies, protecting public money through an effective and appropriate fraud strategy all of which contributes to the departments overall financial governance and spending strategy.
- Management of significant contracts ensuring suppliers adhere to agreements and contracts and where deficiencies occur take appropriate action to rectify gap in performance.

- Implement, maintain and develop effective multi-agency links, joint working and processes which enable the department to meet its statutory and common law duties of care towards customers and staff.
- Responsible for ensuring effective safeguarding measures and processes are in place to protect vulnerable adults and children including escalating to the appropriate bodies/agencies in order for them to provide support.
- Prepare ministerial briefings on departmental matters e.g. unemployment figures for States and media purposes, including news release development and signoff, and representing the States for media interviews. Overall responsibility for marketing, branding and promotion of the Hub's services for Jersey employers and jobseekers.

### 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.

### Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)

Social Security Benefits (Income Support, Health Benefits (e.g. Sickness, Maternity, Impairment), Long Term Care and Pensions), Benefits Fraud, Back to Work, Risk & Compliance, Business Licensing, Customer Services, Housing Control, Contributions & Enforcement, People Hub, and other tier 1 government services such as planning and regulation and passports.

### 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><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<ul style="list-style-type: none"> <li>• Educated to Masters' level in management or leadership, or a professional management and leadership qualification (Level 7) or equivalent level of experience of working at a senior level in the specialist area.</li> </ul>	<ul style="list-style-type: none"> <li>• Project Management qualification (e.g. Prince2)</li> </ul>
<p><b>Knowledge</b> <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>	<ul style="list-style-type: none"> <li>• Knowledge of how to drive and embed organisational change and to embed new ways of thinking</li> <li>• Clear knowledge and understanding of the public sector in Jersey including current initiatives and the role of the department within the wider States of Jersey.</li> </ul>	<ul style="list-style-type: none"> <li>• Broad knowledge of the legislation, policies and procedures and services of the States of Jersey.</li> <li>• High level of understanding of the benefits and services provided by the States of Jersey.</li> <li>• Highly developed specialist knowledge across the range of work procedures and practices, underpinned by theoretical knowledge and relevant practical experience.</li> </ul>
<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>	<ul style="list-style-type: none"> <li>• Ability to create a network of support to build and sustain momentum for change</li> <li>• Have a clear outcome-focused approach that ultimately promotes a better understanding of customer needs.</li> <li>• Demonstrable experience of leading and managing change</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of States of Jersey Ability legislation, policies and procedures in a relevant area.</li> <li>• Media training</li> </ul>

	<p>projects formulating and adjusting plans to reflect changing circumstances.</p> <ul style="list-style-type: none"> <li>• Ability to understand and interpret legislation, policies and procedures and apply them consistently and fairly for the benefit of all customers.</li> <li>• Must have managed large (multi-million pounds) and complex budgets (e.g. Operational and Benefit), be able to interpret financial reports, identify and deliver savings and present information to Directors and delegate to senior managers and teams as appropriate.</li> </ul>	
<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>	<ul style="list-style-type: none"> <li>• Able to work with highly complex, sensitive and contentious information, negotiate with senior stakeholders on difficult and controversial issues and present breaking down complex information to large and influential individuals/groups.</li> <li>• Persuade and influence senior stakeholders of the respective merits of different options, innovation and new opportunities.</li> <li>• Ability to negotiate on difficult and very complex issues.</li> <li>• Able to deliver presentations to external stakeholders promoting the services of the department.</li> <li>• Problem solving skills and ability to respond to sudden unexpected demands.</li> <li>• Ability to analyse complex facts and situations and develop a range of options.</li> <li>• Takes decisions on difficult and contentious issues where there may be a number of courses of action.</li> <li>• Strategic thinking – ability to anticipate and resolve problems before they arise.</li> <li>• Able to provide effective management of people and resources, and / or project team management to achieve complex or high priority objectives, and develop others personally and professionally.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Demonstrates knowledge and understanding of equality of opportunity and diversity policy and practice.</li> </ul>	
<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 area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<ul style="list-style-type: none"> <li>• Evidence of post qualifying and continuing professional development</li> <li>• Demonstrable experience of leading/managing teams at a senior level with responsibility for strategy development and implementation, process improvement and performance management.</li> <li>• Experience of working with senior stakeholders and politicians responding to requests for information and providing guidance regarding interpretation of policy and practise.</li> </ul>	

### 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 1 to 3 core accountabilities, attributes and behaviour indicators.

### Additional job information

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;