

Local Services Manager

Department: Customer And Local Services

Section: Local Services

Reports to: Director of Local Services

JE Ref: CLS116

Grade: CS10

JE Date: 03/10/2019

Job purpose

Responsible for leading on the development and delivery of a range of activities that deliver a culture change in how services and activities are provided on Jersey to ensure they are delivered through a collaborative partnership approach at more accessible locations across the island.

To work in collaboration with all GOJ departments, specifically with Health and Community Services, with the overall aim to build stronger partnerships between government, Parishes, and the voluntary and community sectors to ensure the most effective service development and delivery for the people that need it.

Job specific outcomes

- Responsible for the design, organisation and delivery of projects that enable all islanders to fully access government and voluntary and community sector services and activities in locally accessible locations in a cost effective and efficient way.
- Develop positive links with external agencies, particularly third sector organisations and voluntary groups to understand customer engagement and innovation strategies to help meet current and future customer needs, including identifying best practice from elsewhere and using it to develop further our approach.
- Carry out research activities with stakeholders to get a deep understanding of the people that use government, voluntary and community sector services, in order to create innovative solutions that respond to changing demands and customer behaviours.
- Develop positive engagement strategies with the appropriate senior stakeholders to persuade, negotiate and manage expectations across the different stakeholder groups and provide the connection between multidisciplinary service areas to help create a more flexible access to services and activities.
- Develop a comprehensive and appropriate service offer in localities, resolving issues where there are conflicts in stakeholder perspectives and priorities, ensuring the successful operation and continuous improvement of service offerings.
- Lead the design and implementation of projects to achieve the effective delivery of services and activities at more locally accessible locations and develop strategies to engage frontline

staff and other key stakeholders to secure their support for any change.

- Work with partner organisations to respond to social trends, understanding the social context for government services, adapting/informing relevant strategic developments, to ensure the delivery of appropriate services and activities.
- Deliver services that actively promote the rights, interests, needs and choices of all islanders, understanding the diversity of users and the need to make services usable and accessible for all, developing innovative solutions with key partners to ensure positive outcomes for all.

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 job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Educated to degree level in an appropriate subject such as research methodology or social policy 	
Knowledge	<ul style="list-style-type: none"> • Excellent grasp of project management methodologies, governance, stakeholder management and data analysis. • Knowledge of how to drive and embed organisational change and new ways of working 	<ul style="list-style-type: none"> • Broad knowledge of the legislation, policies and procedures and services of the Government of Jersey
Technical / Work-based Skills	<ul style="list-style-type: none"> • Experience in the planning, management and delivery of change and continuous improvement projects • The ability to scope, plan, implement and realise the benefits of a project through interpretation of quantitative and qualitative information • Have a clear outcome focussed approach that ultimately promotes a better understanding of all customers 	
General Skills/Attributes	<ul style="list-style-type: none"> • Tackles difficult problems and takes personal responsibility for reaching solutions. Seeks ways to improve overall performance levels to give higher levels of satisfaction to service users • The ability to scope, plan, implement and realise the benefits of a project through interpretation of 	

	<p>quantitative and qualitative information</p> <ul style="list-style-type: none"> • Ability to break down potential solutions into manageable elements and plan these in a logical and sequential manner, considering interdependencies, resource and cost implications. • Analytical skills to understand highly complex problems or situations, select the appropriate approach to resolve the problem Demonstrable skills using Microsoft Word, Excel and PowerPoint Use of Keyboard and appropriate record systems including email • Ability to write reports/business cases • Well-developed skills in the ability to communicate effectively, orally and in writing, complex, highly technical and/or clinically sensitive information to clients, their families, carers and other professional colleagues. • The ability to liaise with, persuade and influence senior stakeholders and those at all levels Ability to sustain intense levels of concentration responding and participating as required. 	
<p>Experience</p>	<ul style="list-style-type: none"> • Experience in stakeholder management • Experience of working with senior stakeholders and politicians 	