Chief Operating Office (COO) – Summary

Department Overview-

The COO purpose is delivered through the three component directorates:

- Chief Operating Office Corporate
- People and Corporate Services
- Modernisation and Digital.

Mission Statement

To enable and protect the Government of Jersey

Department Purpose

To enable the Government of Jersey to modernise and deliver effective public services through the provision of the appropriate people, technology and support arrangements; and to protect the organisation from external and internal threats to the provision of these services.

Each directorate seeks to comprise of specialist teams who will deliver a range of general and specialist services. They will provide an enhanced service to manage and deliver change and build and manage relationships. The many internal services that enable the effective functioning of our public service are delivered through a 'hub and spoke' framework, with centrally provided and co-ordinated 'hub' services, partnered with the 'spoke' departments.

The services of each directorate are shown below.

Chief Operating Office Corporate

There are three distinct functions within the COO Corporate Directorate, these are central functions which cover both directorates within COO and support the running of the department:

- Corporate Portfolio Management Office
- Change Programmes
- Business Support

Corporate Portfolio Management Office (CPMO) - Provides portfolio, programme and project governance, control, guidance and support with consolidated performance progress reporting to the Executive Leadership Team (ELT) and Ministers to enable more informed and data-driven prioritisation and decision making. The Government of Jersey Change Portfolio supports Ministers with the delivery of the Strategic Priorities.

Change Programmes - The Integrated Technology Solution (ITS) programme is a corporate change programme which will provide a digital back office to join up finance, payroll, and procurement systems. It will replace old and outdated systems, enabling Government to access and share information more effectively across the organisation, delivering efficiencies.

Business Support - The central function which oversees all areas of governance and compliance including Business Continuity, Risk, FOI requests, States responses and much more. This function also supports business planning and servicing programmes and projects affecting the COO.

People and Corporate Services

To enable the organisation to effectively manage its workforce, focus on performance, capability and skills, and future planning to mitigate risks. With the People Strategy in place, we have a prioritised workplan for 2022, based on workforce risks, key requirements for talent and workforce planning, and embedding our values and policy framework.

Enable

1. Leaders and managers to work hard at selecting the right talent for roles, spotting and nurturing talent so that the skills and knowledge required to deliver excellent services to our islanders is a given
2. The skills of our managers to lead their people in a way which is no less than best practice, ensuring our employees are valued, recognised and motivated through our World Class Manager programme, Espresso sessions and Team Jersey manager sessions
3. The Government of Jersey, as an employer of choice, to attract and retain the right talent through an island leading Employer Brand and a fair and affordable total reward framework
4. Our people to feel valued and recognised for the great job they do, and through performance management develop high performing teams who collaborate with one another for the good of Islanders
5. Through our values and the way we work, everyone to know their role, what is expected of them and why this is important.

Protect

1. By having in place accurate and simple human resources policies that are easy for all to understand and easily accessible
2. By providing accurate advice, that is consistent, finds resolution and captures continuous improvement
3. By providing accurate workforce data to inform business decisions, identify and mitigate risks and prioritise workforce spend and investment
4. By providing a robust health and safety governance framework that is operating effectively and provides assurance to all our employees that the Government of Jersey is a healthy and safe place to work.

Influence

1. Provide insight and foresight to anticipate future workforce needs, including future skills requirements, skills shortages, regulatory changes, market conditions and market demographics
2. Provide intelligence and insight into workforce productivity and performance, optimising organisational design and effective risk management related to the workforce

3.   Become a predominant employer on the island, leading social mobility, high standards of workforce management and management practice and the go-to employer for on-island talent

Modernisation and Digital

Modernisation and Digital (M&D) exists to deliver technology, change management, and information services required across the Government of Jersey. The function manages a range of technology and information functions, against a range of KPIs. It provides multichannel access points for support, assurance and IT delivery, and provides the expertise to enable the future digital strategy of the organisation.

Enable

1.   The delivery of IT change into steady state service through a standardised change process
2.   The delivery of IT and digital programmes and project resource to facilitate delivery of the Government portfolio
3.   Interaction with the end customer through One Government digital services facilitating the vision of 'Tell Us Once' wherever possible
4.   The provision of a Design Authority covering both business and technical systems (how systems are designed to link together and sit within a wider environment) to ensure that common capabilities are identified, and that initiatives are aligned to common standards
5.   Digital transformation across the Government through the identification of opportunities and agile implementation of digital solutions.

Protect:

1.   IT Operational service delivery through day-to-day operation and through ensuring that changes and new initiatives are introduced in a safe and properly supported manner
2.   By ensuring cyber security and data protection is of the required level
3.   Through setting and enforcing the standards and commonality across systems, data, security and records management.