

Director of Local Services

Department: Customer and Local Services

Division: CLS

Reports to: Director General of Customer and Local Services

Job purpose

Support the Director General Customer and Local Services by delivering an integrated approach to a range of local services and driving transformation through how those services are delivered.

Provide a customer-centric approach to delivering local service that secures the best possible long-term outcomes for the Island and its residents.

Work collaboratively with colleagues as part of Team Jersey on all local service matters and delivery of the transformation strategy; encouraging a learning organisational culture focused upon improvement and high performance.

Job-specific outcomes

Lead on Parish liaison with the responsibility for developing strong and positive relationships that ensure an integrated local offer of services to the public.

Develop a strong and collaborative partnership with Jersey's active civil society including charities and the voluntary and community sector (VCS).

In partnership with the VCS and Parishes enable services to be delivered for all islanders that support community resilience, reduce duplication and costs.

Lead on the approach to ensure that robust, transparent and fair processes are in place for the award of grants to voluntary and community groups. Delivering a corporate aggregate view of the provision of grants to ensure operationally departments work together and are aligned to strategic objectives.

Drive the strategic approach to community research, island consultation, customer insight and intelligence across communities, voluntary organisations and parishes, to enable informed decision-making on the nature and direction of services to deliver high performance and the efficient delivery of the State's strategic policies and objectives.

Lead the implementation of customer insight strategies to determine how different customer groups best contribute to consultations and intelligence gathering ensuring that methods reflect current best practice and utilise technology as appropriate.

Oversee the development of a strategic plan that puts library services at the heart of delivering integrated public services across the Island capitalising on the use of technologies; together with links to Jersey Business in supporting the development and growth of local enterprise and communities.

Ensuring the local services are aligned to wider social and economic outcomes, especially around preventative and early help services, accessing skills and learning and promoting mental wellbeing.

Oversee the legal administrative duties and functions of the office of the Superintendent Registrar as created in accordance with the Law or the registration of births, deaths and marriages and to advise on matters of policy and interpretation of that Law.

Ensure Registrar Service is integrated with Parish activity and that the service fully develops all commercial opportunities to reduce subsidy.

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.

Services

- Voluntary sector
- Community and island consultation
- Customer forums
- Parish liaison
- Jersey library service
- Superintendent Registrar
- Community planning
- Neighbourhood engagement
- Grants to voluntary and community groups

Organisational structure



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Ministerial relationships

Provide guidance and support to Ministers, translating their political visions and priorities into coherent initiatives that will deliver their intended outcomes

Finance and performance	Be responsible for significant delegated budget and resources ensuring that they are allocated effectively for the delivery of intended outcomes in a manner which demonstrates values for money and compliance with relevant policies and guidelines
Corporate parent	Be responsible for providing the best possible care and safeguarding of children and vulnerable adults in the Island, by creating collaborative, efficient, and joined up public services where children and vulnerable adults can flourish in a healthy, safe educational and social environment.
Customers and Islanders	Ensure that there is a clear and consistent focus across the organisation and its partners on delivering inclusive and an outstanding customer service experience to all customer and Islanders
People management	Provide strong and inspirational leadership, promoting a culture of high performance, continuous improvement, innovation. Be responsible for optimising workforce capability, ensuring fair and transparent approaches talent management and resourcing decisions that promotes diversity and inclusive. Develop workforce plans that ensure the capability and capacity required to meet current and future business requirements
Jersey Standard	To be responsible for creating the Jersey Standard. A performance and service excellence framework for the Government of Jersey
Partnership	Develop effective internal and external partnerships and collaborative working to achieve the strategic vision of One island, one community, one government, one future. Act as a positive ambassador for the Island and the Government of Jersey.
Governance, compliance and organisational reputation	Provide assurance that strategic decisions are being made in accordance with governance arrangements, relevant legislation with particular reference to Jersey Laws, statutory requirements and policy and operate within an acceptable level of risk. Lead by example and behave in accordance with the code of conduct, carrying out duties within profession good practice and legal standards.

Executive traits and behaviours

Make the right impact	Inspires others, is visible, adaptive, authentic and engenders trust
See things through	Demonstrates courage, takes responsibility, is resilient and tenacious
Move at pace	Learns quickly, is curious, agile and innovative
Makes things happen	Thinks strategically, acts tactically, creates social value through commercial approach

Creating conditions for success

Builds powerful relationships	Achieves through influence not control, promotes teamwork and partnership
Builds and sustains effective alliances	Forges dynamic alliances with others to provide world class services
Creates capability	Successfully leads team, realises potential, creating a learning environment where talent thrives
Creates a successful team Jersey culture	Works corporately to create cohesion, breaks down silos and achieves through common goals
Generates ambition	Sets the highest performance and ethical standards, hold people to account
Delivers transformation	Articulates a clear vision, wins hearts and minds and takes balanced risks

Person Specification

Specific to the role

- Senior leadership experience and a demonstrable track record of developing and delivering excellent customer engagement.
- Experience of working with and oversight for the voluntary sector including funding and grants.
- Comprehensive knowledge and understanding of strategic and operational approaches to stakeholder engagement and intelligence gathering to inform strategy, ensure collective understanding and buy in to change.
- Proven experience of successfully leading organisational change to achieve digital change in customer facing and support functions within a complex multi-disciplinary organisation.
- Understanding of the management and governance of statutory functions e.g. Registrars.
- An excellent track record of strategic thinking and analytical ability, with experience translating multiple and complex inputs into clear direction and strategy.

Generic to senior leaders

Demonstrate significant experience of working in a senior role in a political environment and evidence of the ability to challenge and negotiate with a wide range of stakeholders.

Demonstrate knowledge and understanding of the challenges that the Government of Jersey faces, matched with an understanding of the policy and governance requirements for the department accountabilities within the role.

Demonstrate a proactive, credible and authoritative voice on behalf of the Island with evidence of successful lobbying of senior government figures and counterparts, and other influential stakeholders.

Ability to build and develop strategic relationships, influencing and negotiating with a wide range of stakeholders and partners to achieve outcomes.

Demonstrable track record of leading, motivating and managing teams to achieve high-performing and significant sustainable service improvements and outstanding results, within agreed budgets to meet agreed targets and strategic objectives, within an organisation of a comparable scope and complexity.

Experience of developing and sustaining a culture that meets the needs of and engages with customers and staff within an inclusive, open and high-performing environment.

Demonstrable evidence of applying creative and business-like approaches to managing demand for services to deliver cost-effective and efficient outcomes.

Demonstrate the capability and capacity for critical thinking and ability to apply this insight in a practical and engaging manner.

Qualified to degree level or equivalent qualification or relevant experience.