

Group Director of People and Corporate Services

Department

Chief Operating Office

Reports to

Chief Operating Officer

Job purpose

The Group Director of People and Corporate Services is a pivotal role leading the people change agenda, driving effective change, employee engagement and satisfaction. The post holder will be responsible for developing an innovative people strategy and a plan that will address changes to ways of working, the development and embedding of a new culture and a modern, integrated approach across all public service teams.

The Group Director will be accountable for the development of a strategic, value add partnership to drive simplification, standardisation and automation to ensure long term success of the Human Resources & Organisational Development operating model. They will play a leading role with colleagues as part of Team Jersey on strategic and organisational development and the delivery of the transformation strategy.

The post holder will work closely with, and provide advice to, Ministers and senior officers across the Government of Jersey. In addition, they will also be responsible for leading and modernising a range of important corporate services including business continuity, health and safety, facilities management and business administration.

Job specific outcomes

Reporting to the Chief Operating Officer (COO), the post holder will take responsibility for:

Strategic business partnering:

- Building a high performing people services function that delivers the highest standards of human resource management capability through a business partner model.

Leading cultural change and engagement:

- Delivering an extensive culture change programme that contributes to the modernisation of the Island's public services, breaks down organisational silos and enables colleagues to do their best work whilst feeling valued, included, inspired and focused.

Reward management and employee relations:

- Establishing a Reward Strategy and pay framework including harmonisation of terms and conditions that delivers an affordable approach to human capital management aligned to the Medium Term Financial Plan.

Resourcing, talent management, workforce and succession planning:

- Developing a Resourcing and Talent Strategy to attract, retain and develop the very best talent for the organisation.
- Building an engaged, empowered and skilled workforce for now and the future.

Policy development, case management and employee well-being:

- Ensuring employment policies meet the needs of the Government of Jersey, are instrumental in creating a flexible organisation and are compliant with Jersey legislation.
- Creating a data and insight capability within People Services that enables leaders to monitor trends and make informed decisions on opportunities and areas for positive action.
- Promoting equality and diversity throughout the organisation.

Organisational development and learning:

- Establishing a learning organisation where continuous improvement becomes the norm.
- Delivering an innovative and sustainable employee performance management framework which is aligned to organisational objectives.
- Delivering an organisation structure that helps to reduce duplication, cost and, combined with the appropriate technologies, reforms services and improves value for money.

Corporate Services

- Delivering a number of Government wide back office services through a hub and spoke model, including:
 - Business Continuity Planning
 - Health & Safety
 - Soft Facilities Management
 - Business Administration Support

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

People services including:

- Strategic business partnering including transformational change partnering
- Leading and championing cultural change and engagement
- Reward management and employee relations;
- Resourcing, talent management, workforce and succession planning;
- Policy development, case management and employee well-being
- Organisational development and learning

Corporate services including

- Business continuity planning
- Health and safety
- Soft facilities management
- Business Administration support

Organisational structure



Core leadership accountabilities	
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.
Customer 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 Standards. 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 [for recruitment only]

Specific to the role

Experience

- Comparable experience of successfully leading People Services and ideally (but not essential) other corporate functions.
- Experience of leading and seeing through successful, large-scale transformation programmes in either the public, private or not for profit sectors and developing change management capability in others. Experience of delivering significant change and business improvement initiatives, including people, process and cultural change.
- Experience of advising and supporting boards and senior leaders in developing people and business focussed strategies.
- Demonstrable experience of building and sustaining collaborative relationships with a wide range of internal and external stakeholders including employee representative organisations that help deliver organisational outcomes.

Ability, Skills and Knowledge

- Ability to develop high level strategy and translate it into successful operational plans that deliver organisational outcomes.
- Appetite and ability to guide, coach and develop a high performing management team.
- Broad knowledge and understanding of key Human Resource and Organisational Design policies, procedures and processes.

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.