

## Chief Executive Officer

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### Job purpose

Working in a unique and complex landscape and providing leadership across a diverse range of public services, the Chief Executive Officer is responsible for establishing, driving and ensuring the performance of public services across Jersey. The Chief Executive Officer ensures strategic priorities, strategies and plans are developed and implemented effectively across the organisation for the benefit of the community. The Chief Executive Officer is responsible for ensuring that a focus on the changing external landscape is maintained and that innovative approaches to service provision are implemented to ensure efficiency, effectiveness, and on-going resilience. As the Head of the Public Service and Principal Accounting Officer, the Chief Executive Officer is responsible for providing clear leadership across the Government of Jersey and ensuring good governance and sound financial management. Importantly, the Chief Executive Officer is responsible for ensuring an effective and positive relationship between Ministers and Officers.

The Chief Executive Officer is accountable to the Chief Minister and will be required to provide information and evidence to the Scrutiny Committees, the Public Accounts Committee and the Comptroller and Auditor General of the States of Jersey.

### Main Responsibilities

- To ensure that the strategic vision of one island, one vision, one community is reflected in the structure and operation of an efficient and effective public service and that key performance indicators and metrics are in place to ensure the delivery of strategies and policies that reflect the aspirations of the Council of Ministers as set out in the Government Plan.
- To provide effective leadership to the organisation – setting out a compelling vision to staff across the public service, providing confidence in the ability of the services to deliver effective, efficient, and innovative services to communities through working collaboratively.
- To build trusted relationships with stakeholders and partners across Jersey and beyond.
- To ensure that there are effective performance, risk management and control systems in place to ensure effective, efficient and co-ordinated quality service delivery.
- To ensure that processes and standards are in place for the management of key risks and that reporting mechanisms are in place to ensure their effective management.
- To lead and develop the Executive Leadership Team and to support individuals' professional development.
- To develop broader organisational capability, ensuring resources within the organisation are appropriately targeted and managed and applying flexibility where necessary to achieve future objectives.
- To maximise the resources available to the public service by leveraging the funds required for the organisation to meet its short and longer-term objectives.
- To deliver workforce reform and cultural change through the Total Reward Programme, Team Jersey and continued implementation of the One Government principles.
- Support the further development of a learning and performance management culture which sets clear objectives for individual and service level performance, is based on the principles of partnership and cross service working, is linked as appropriate to best practice outcomes and ensure continuous improvement across service provision.
- To demonstrate and lead a commitment to a customer-focused and innovative organisational culture, taking controlled risks to achieve greater success and to maintain an environment where employees are inspired and motivated to give their best.

- To value the diversity of Jersey's communities, ensuring equality of access and treatment in service delivery and employment.
- To ensure delivery of key programmes and initiatives including:
  - The response to the Jersey Care Inquiry
  - Education reform
  - The Jersey Care Model
  - Our Hospital
  - Post COVID Economic Recovery
  - Post BREXIT Response
  - Fort Regent Regeneration
  - Carbon Neutrality
  - The Estates Strategy and Office Accommodation
  - Technology Transformation

### Statutory responsibilities

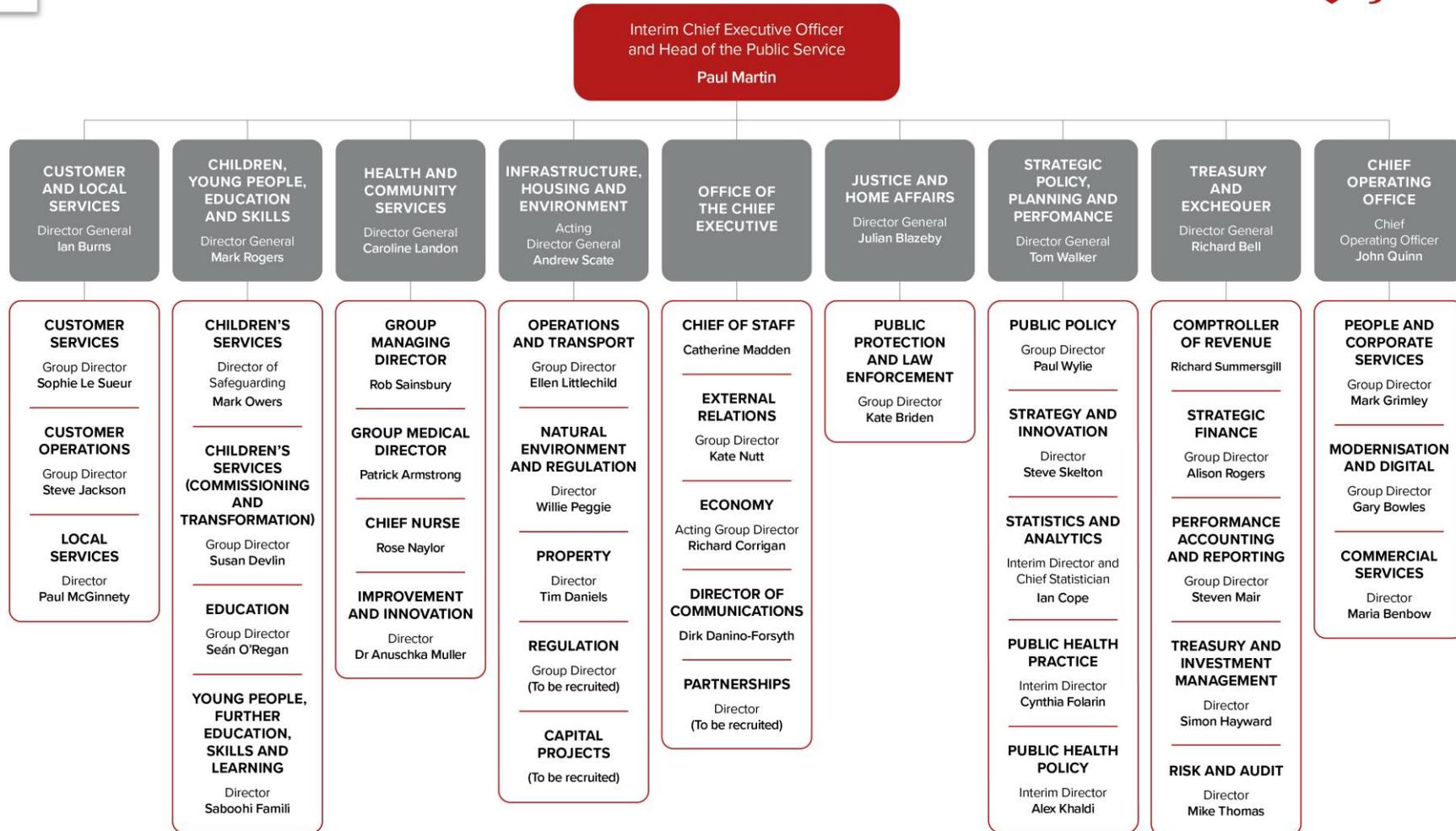
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Chief Executive Officer and Head of Public Service as determined by the Employment of States of Jersey Employees (Jersey) Law 2005.

Where employed directly, to be the Principal Accounting Officer as determined by the Public Finances (Jersey) Law 2019.

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

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## One Government Structure

Please note: The Group Directors and Directors in each department are not listed in any hierarchical order, as they are all equal members of their respective leadership teams.

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 value 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 and innovation. Be responsible for optimising workforce capability, ensuring fair and transparent approaches to support talent management and resourcing decisions that promotes diversity and inclusivity. Develop workforce plans that deliver 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

- Extensive experience of operating at c-suite or equivalent level within a large, complex public or private sector organisation, with a track record of delivering tangible results
- Experience of driving progress across a varied portfolio of responsibilities, driving accountability and delivery throughout a large organisation
- Experience of leading and motivating senior management or executive leadership team
- Experience of providing leadership or oversight of large capital programmes. An understanding of the nuance required in handling the unique Jersey ecosystem and the scrutiny that comes with it, on a small Island
- An appreciation of the challenges involved in leading public and regulated services within a political environment
- An understanding of the international context within which Jersey is placed and the strategic implications for the government of Jersey
- Ability to communicate, engage and connect with a broad range of stakeholders, both on and off Island
- Track record of effecting sustainable change

## 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.