



The Government of Sark
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SENIOR OPERATIONS OFFICER

Chief Pleas is moving forward with the appointment of the Senior Executive Officer (SEO), and hope to make an announcement with an introduction and joining dates in the near future.

We are also recruiting the second full-time role of Senior Operations Officer (SOO). We have, through the SEO recruitment process, identified a strong potential candidate for the SOO role. However, before committing to the appointment, we would be pleased to hear from anyone locally based who would be interested in working for the Island government in this committee advisory, policy and support role.

A copy of the Job Description is set out below and those interested are invited to contact Insight Group (sarkrecruitment@insight.je), with a closing date for applications at midday on 10 May 2024.

Senior Operations Officer (SOO) - Sark

Job Description

The Role

The Senior Operations Officer (SOO) will support the Senior Executive Officer (SEO) in delivering the strategic political direction set by Chief Pleas, and the management of the general administration of committee business.

The SOO will provide professional, policy, financial and executive support to the committees of Chief Pleas and ensure that through the operation of good governance principles and by following robust and sustainable strategies, government resources are effectively & efficiently used.

The SOO will be responsible for managing the administrative and operational functions of the Committee Office and the small team of Committee Support Officers (2).

The SOO will support and guide on the development of policy and the oversight of the operational activities to ensure processes and procedures are in place to maximise efficiency and effectiveness.

As agreed with the SEO and the Policy & Finance Committee, the post holder will engage with officers in neighbouring jurisdictions with the goal of strengthening Sark's reputation, its resilience and in ensuring cost effective public service delivery.

Relationships

The Senior Operations Officer will support the SEO in coordinating the activity of government, as determined by Chief Pleas and its committees. The SOO will deputise for the SEO as and when necessary.

The Team

The Island's Civil Service is a core team of 4 full-time employees though the fulfilment and delivery of successful operations requires collaborative and engagement with the Treasury team of 3 and 3 other key Government officials.

Tasks and Responsibilities

The role will include the fostering and development of

- A positive, outward-facing culture of high-performing, customer-focused service delivery based on continuous improvement and strong financial management.

- Healthy community engagement and the creation of opportunities for discussion and input, including through regular public communication.
- Standard policies, protocols and procedures to support good governance, and the implementation of improvements to working practices.

The postholder will :

- ensure policy decisions of Chief Pleas and its committees are implemented effectively and efficiently, serving at all times the democratic will as represented by the membership.
- assist and support Chief Pleas in the continuing evolution of a functioning democracy.
- assist Committees and their members to engage effectively with, and to communicate clearly plans and activities to the wider Chief Pleas and the public.
- ensure the political agenda including capital, financial, legislative policy and planning is delivered effectively and to be accountable for the same.
- ensure the decision-making process of Committees follows good governance practices and decisions are acted upon accordingly and within the law.
- support the SEO in the coordination of communications with residents and stakeholders on behalf of Chief Pleas.
- work with Committees and Island Officials in the Taxation and Treasury Departments to support effective financial control including medium/long term financial planning and to assist in the annual budget process.

Required Skills and Experience

1. Experience of operating at a management level in the public sector, or in equivalent private sector organisations, motivating teams to high and consistent levels of achievement and ensuring effective service delivery and budget management.
2. A willingness to operate flexibly and adapt to changing circumstances, to be involved in operational tasks as required and to be able to prioritise as differing challenges arise.
3. Experience in supporting and delivering organisational change through an understanding of good governance practices and the ability to set, maintain and implement the highest standards of ethical professional behaviour.
4. Good interpersonal and communication skills with experience of working successfully with others at all levels and building strong relationships through engagement, negotiation and consultation with a community in the face of ever-increasing economic and social pressures.

5. Digital literacy with a strong working knowledge and experience using the Microsoft Office suite and/or similar programs. Confidence and ability to use current social media platforms.

6. An understanding of constitutional affairs and the operation of the civil service in line with law and custom.

7. Experience in policy formation and its successful implementation.

Useful Attributes

- A desire to experience life in a small island community and appreciation of the great benefits and occasional challenges of island living.
- Previous experience in community engagement and communications.
- Tact and diplomacy skills.
- The ability to look beyond problems to identify root causes, interpreting and leveraging data where possible, and confidence in making recommendations to resolve complex issues.
- Experience in data protection.
- Relevant qualifications or experience in project management and/or change management.
- Competence in reviewing and assessing legal documentation.

Remuneration

Pay will be in the range of £38k- £44k dependent on skills and experience.

Application Process

Enquiries and Application should be made to sarkrecruitment@insight.je with the closing deadline of midday on 10 May 2024.