



Role Description & Person Specification

Corporate Governance, Strategy and Delivery Manager

Department of Home Affairs

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| Location: | DHA Headquarters, Tromode, Douglas |
| Grade: | HEO |
| Responsible to: | Deputy Chief Officer |
| Responsible for: | No direct line management responsibilities |

What will you do?

The Department of Home Affairs has key responsibility for ensuring community safety in the Isle of Man and we aim to improve the quality of life for Island residents by providing effective services for their safety, protection and security.

Working within the Chief Executive's Office, you will be part of a small professional team and will play a critical role in keeping the Island's community safe.

This is a varied and exciting role where you will be responsible for functionality of the Department's central governance to ensure suitable strategic direction and oversight of its Service Areas, you will support your team and the Service Areas with improvements and you will drive the Department's current and future delivery plans. You will play a key role in supporting the operational services, the Chief Officer and the Minister as well as supporting the development of policy and strategy.

You will need to have a sound understanding of corporate governance, a track record of delivery, be adaptable to meet changing needs and be able to work with a variety of people in order to be successful in this role.

What does that involve?

In this role, your responsibilities will include:

- Developing and managing the ongoing functionality of the Department's corporate governance structure.
- Developing and managing the oversight of Service Areas through quarterly reporting, including Key Performance Indicators, Strategic Objectives and delivery of actions/improvement plans, which will involve gathering and analysing data, identifying trends, professional challenge and supporting the development of reporting content and processes.
- Actively monitoring action/improvement plans across the Department, including monitoring progress, supporting/facilitating the resolution of issues and escalating issues where required.

- Supporting the Chief Officer and Deputy Chief Officer with the Department's varied corporate responsibilities, including gathering information and updating the Island Plan in relation to the Department's responsibilities and cross-Government initiatives.
- Gathering information and preparing the annual Department Plan as well as actively working with colleagues across the Department to ensure progress and publish updates to the Department Plan.
- Ongoing management, monitoring and support of projects across the Department to ensure deliverables are achieved, including supporting the achievement of the Cost Improvement Programme.
- Working collaboratively with colleagues in the CEO's office, Service Areas and across the Public Service to meet strategic and operational objectives, including forward planning of communications.
- Supporting development of strategic direction, such as the annual Policing Plan, through research, consultation, analysis and writing reports.
- Providing a governance and risk led approach to reviewing existing, new and updated policies and procedures as required across the Department.
- Supporting the ongoing development and maintenance of the Department's business continuity plans, risk registers etc.
- Representing the Department on various Departmental and cross-governmental groups.
- Providing broader support to the Chief Executive's Officer as required, including policy and administrative work.

What can this role offer me?

- You will get the chance to enjoy a variety of tasks relating to various aspects of the public service, all focused on keeping our Island safe.
- You will have opportunities for continual professional development.
- You will be working with a variety of people from across the Department including its Service areas, the wider public service and politicians.
- If working flexibly is important to you, you'll be happy to know we operate a flexi-time system making it easier to reclaim any additional hours worked and to fit your other commitments around your work life. We also offer free on-site car parking and access to a pool car and e-bike.
- We are part of the Activ8 Scheme which aims to deliver and co-ordinate a wide range of inclusive physical activities across the Island for all abilities, helping participants improve their overall health, fitness, wellbeing and reach personal targets. Session costs are discounted and a loyalty scheme is in place to further support those taking part.
- To find out more about the benefits you can enjoy by working with us, download our benefits guide from the bottom of the advert.

What do you need to be successful in this role?

| | Essential or Desirable | Method of Assessment |
|---|---------------------------|-------------------------|
| Credibility | | |
| Suitable understanding of and experience in corporate governance | E | CV/Interview |
| Recognise the value of challenging conversations, resolving issues through agreement and compromise ensuring dignity and respect is maintained | E | Interview |
| Experience of working to deadlines with a proven track record of delivering results | E | CV/Interview |
| Explain answers clearly, carefully and respectfully to colleagues, particularly when the answer is 'no' | E | Interview |
| Present own views confidently with enthusiasm and impact | E | Interview |
| Adapt leadership style to each situation to get the best possible outcomes | E | Interview |
| Experience in managing competing demands, ensuring support for people and achievement of the task | E | CV/Interview |
| Experience in undertaking research and producing accurate and informative written materials, such as reports and briefs, including presenting information in charts or tables | E | CV/Interview |
| Experience working collaboratively with a range of individuals across and outside of IOM Government | D | CV/Interview |
| Has open conversations | E | Interview |
| Addresses the issues | E | Interview |
| Builds supportive relationships | E | Interview |
| Is professional and credible | E | Interview |
| Capability | | |
| Accept accountability for the work of the organisation, monitoring own and others' progress against deadlines and standards | E | Interview |
| Experience in problem solving with diplomacy and tact, including ability to identify the main issues in complex problems, evaluating data from various sources and considering stakeholder expectations in order to identify and progress solutions | D | CV/Interview |
| Ability to understand, interpret and present specialised and detailed information from a variety of sources | D | CV/Interview |
| Manage change projects effectively to positive outcomes, fully considering and managing the impact | D | CV/Interview |
| Well organised with a methodical and balanced approach to planning and delivery while able to | E | CV/Interview |

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| respond quickly and flexibly to the need to adapt own working practices and priorities, supporting others to do the same | | |
| Look for new ideas in other areas and encourage others to do to same in order to develop fresh approaches and improve ways of working | D | Interview |
| High level Information Technology user skills including MS Office packages (Word, Excel, PowerPoint, Outlook) and Adobe. | E | CV/Interview |
| Ability to understand and apply legislation as well as progress changes where required | D | CV/Interview |
| Future focussed | E | Interview |
| Makes considered decisions | E | Interview |
| Encourages innovation and supports change | E | Interview |
| Character | | |
| Use experience and knowledge to assess the best course of action, even in new or unusual situations | E | Interview |
| Demonstrate pride and determination at work while maintaining a healthy work/life balance | E | Interview |
| Be willing to take on new challenges and projects, putting in extra effort if required | E | Interview |
| Have a calming influence and positive outlook when the team/colleagues face pressure or problems | E | Interview |
| Willingly show and give support to others | E | Interview |
| Committed and resilient; able to overcome challenges in order to achieve short, medium and long term objectives | E | CV/Interview |
| Positive energy and drive | E | Interview |
| Trusts and is trusted | E | Interview |
| Inspires, motivates and empowers | E | Interview |
| Other requirements | | |
| Isle of Man Worker | D | Application/Checks |
| Driving Licence | D | CV |
| Satisfactory Police Check | E | Checks |
| Ability to work flexibly, including out of hours | D | CV/Interview |