



Job Description: Case Officer

Background Information

The Authority was established under the Competition Regulatory Authority (Jersey) Law 2001. It is responsible for administering and enforcing the Competition (Jersey) Law 2005 and also regulates the telecoms and postal sectors and the Ports of Jersey.

The Authority strives to ensure that the markets work well for the benefit of all stakeholders, including Government, business, citizens and consumers facilitating best value, choice and access to high quality services.

The Jersey Competition Regulatory Authority (the **Authority**) is a small organisation and because of our size, we expect all employees to take a flexible approach as roles can vary when circumstances change. Our staff have diverse skills and responsibilities and we recruit like-minded people who work and learn together to deliver high quality and positive outcomes for the people of Jersey.

Jersey has high-value markets and sectors, and decisions made by the Authority have material local economic impact. The Authority's activities and decisions are also highly visible and widely reported in the media. Details of our recent work can be found on our website: www.jcra.je

1. Job Title

Job Title: Case Officer

Contract Type: Permanent, full-time.

We accommodate flexible working where possible.
30 days holiday, plus public holidays.

Reports to: We have a collaborative matrix leadership approach with the Case Officer reporting to the Chief Economist and Chief Operating Officer on a daily basis.

The Case Officer will also report to the Chief Economist to set objectives, to update and seek advice on cases, and for the bi-annual performance reviews.

Location: 2nd Floor Salisbury House, 1 - 9 Union Street, St Helier, Jersey, JE2 3RF

2. Job Description

2.1 Job Purpose

Being a Case Officer at the Authority is an opportunity to learn new skills, develop your career, and play a key role in delivering projects that protect consumers in Jersey. Our work will bring you into contact with many stakeholders and its impact will be quickly apparent.

As a Case Officer within a small organisation, the breadth of responsibilities is greater and more varied than for regulators in larger jurisdictions. You will have the opportunity to support and/or lead case work in:

- Competition, including mergers and acquisitions and market studies
- Air and Sea Port operations
- Postal Services
- Telecommunications

Projects can require technical, economic, legal and communications skills and the Case Officer will be responsible for helping deliver cases on time and within budget. You will also be expected to be flexible and undertake/participate or lead other case work.

2.2 Main Responsibilities

Case management

- Ability to manage cases including merger control, from initiation to completion, with support as required
- Supporting the team by collecting data, carrying out research and investigations.
- Supporting the on-time delivery of specific case work or other regulatory projects.
- Managing case files and electronic records. Set up and maintain accurate electronic and hard copy filing systems as appropriate for correspondence, documents and project papers.
- Drafting routine correspondence, meeting notes etc, including for publication, when required. Maintaining case publications on the website.
- Managing calls and coordinate responses to correspondence to and from members of the public.
- Organising internal and external meetings in relation to cases, preparing agendas and minutes as required.

Stakeholder management

- Assist in managing relationships with stakeholders and develop and maintain fair, open, professional and proactive communication with them.
- Communicate clearly and act as a point of contact for specific case work.
- Build and maintain collaborative relationships with Jersey and UK stakeholders, agencies and Government Departments.
- Managing external consultants and legal advice.

Policy analysis

Policy analysis will be a key part of the role and could take the following forms:

- Being able to link business practice to its effects on competing businesses and consumers, using publicly available data or information provided to us by businesses.

- Assisting with the investigation into potential breaches of the Competition or Regulatory Laws/Licences and evaluate the need for enforcement action.
- Using statistics, spreadsheets and analysis as part of competition and regulatory assessments. For example, this can be done as part of a merger assessment, or a market study.
- Understanding and applying key concepts, like market shares, market definition and firm relationships (vertical/horizontal).
- Collating, reviewing and summarising financial, business, and service quality reporting.
- Contributing to the development of policy and guidelines based on analysis, emerging trends, and legal frameworks.
- Helping formulate recommendations that can improve competition in a market – for example, as part of a market study.
- Keeping updated and informed on competition and regulatory developments in relevant jurisdictions, such as the UK and EU.

Opportunity to Develop

- Opportunities for formal training in competition and regulation will be provided.
- Other training will be provided where appropriate, for instance on how to complete updates to cases on our website and on our internal procedures
- Develop knowledge of telecoms, ports and post, alongside an understanding of market studies.

3. Candidate Specification

3.1 Qualifications / Requirements

It would be advantageous if the post holder has;

- A relevant degree or equivalent, or the ability to obtain a similar qualification
- Previous experience of working in compliance or a regulated sector. This will include being involved in regulation or competition policy.
- Experience in analysing complex problems and proposing practical, reasoned solutions. Strong analytical skills to apply to a variety of circumstances.
- Experience of running projects/workstreams and following through to resolution.

3.2 Attributes

- A hands-on, can-do attitude, open to learning new things
- The ability to work under own initiative as well as within and alongside the rest of the team. Proven ability to work in a team to deliver results to deadlines.
- A high level of self-motivation and commitment.
- Strong planning and time management skills.
- Credible and professional communication with a range of stakeholders, being able to relay messages in plain and clear language.
- The ability to balance competing priorities.
- The desire to continue personal development and identify areas for personal improvement and skill gaps.
- A high standard of integrity, impartiality, transparency and objectivity.

Note A

What can the JCRA offer the right candidate?

Peers – working with talented, supportive and engaging members of the team

Flexible working – working in a friendly office environment

Training – investment in your skills

Board – ability to present to and engage with members of the Authority Board

IT – using the latest IT equipment and Office software packages

Variety – opportunity to work across all the areas overseen by the Authority

Profile – the opportunity to have a build a profile with stakeholders

Social – the opportunity to support the community or charitable organisations

Making a difference – using your professional skills to deliver positive outcomes for Jersey

International – the opportunity of working with Ofcom, CMA and other international bodies

Reward – a competitive package including benchmarked basic pay, private health care, wellbeing allowance, pension

Note B

This is our purpose and our core values that drive how we work:

The purpose of the Authority is: **“To make markets work for everyone in Jersey.”**

In order to fulfil this, the Authority is committed to a set of values which provide the framework in which it carries out its duties and responsibilities. These are:

- We are open and fair in everything we do
- We make evidence-based, sustainable decisions
- We treat everyone with respect
- We are independent
- We are resourceful

May 2025