



Job Description: Office Manager/PA

The overarching aim of the Jersey Competition and Regulatory Authority (JCRA) is to make markets work, completely independent of the States of Jersey. This is delivered against this aim in Jersey when customers and wider society have trust and confidence that services represent value for money, while benefitting from choice and innovation.

Our responsibilities encompass both competition law and economic regulation. We are responsible for the administration and enforcement of competition law in Jersey together with the economic regulation of the telecoms, ports and postal sectors.

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

The JCRA is a small organisation and because of our size, roles can vary when circumstances change, and the skillset of our team is applied to a range of tasks. We recruit like-minded people who work and learn together to deliver high impact, quality outcomes for the people of Jersey.

These are the core values that drive how we work:

Trusted and Independent

We engender trust by making clear and proportionate decisions, being open and transparent and working for the public interest.

Collaborative and Considerate

We listen and engage with all stakeholders

Diverse and Inclusive

We promote diversity and equality inside and outside of our organisation by treating everybody with respect and dignity.

Proactive and Evidence Based

We seek to have maximum impact by holding a proactive, independent, non-judgemental and inclusive outlook.

Determined

We balance the use of soft and hard powers, are resolute in our decision making, while being innovative in our approach.

1. Job Title

Office Manager/PA

Reports to: CEO

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

2. Job Description

2.1 Job Purpose

Reporting to the JCRA's CEO, the Office Manager/PA is responsible for the smooth running of the office, which will involve a wide variety of activities and the person will have to be willing to be flexible and learn new skills. The role involves working with a wide range of internal and external stakeholders at all levels and liaising with outsourced contractors.

The work brings the JCRA in contact with many stakeholders and its impact is quickly apparent and the Office Manager / PA will be the first point of contact on many occasions and it is imperative that this person has excellent communication skills and delivers an immediate positive and helpful impression.

2.2 Main Responsibilities

General Duties

1. Organising board meetings, agendas and documents, supporting the company secretary
2. Diary management for the CEO and officers
3. Project management in relation to administration projects and office / facilities changes
4. Managing outsourced contractors, to include maintaining a relationship with IT support provider
5. First point of contact for complaints from the public about regulated companies
6. Taking accurate notes and actions at meetings
7. Filing and records management
8. General bookkeeping, processing invoices and supporting the Finance Officer
9. Organising meetings and making travel arrangements

10. Ownership of the Website and key software applications
11. Responsible for Health and Safety within the office
12. Ensuring the office processes adhere to GDPR rules
13. General filing and administration using specific software tools
14. First point of contact by phone, email or face to face

3. Candidate Specification

3.1 Qualifications / Requirements

The post holder must be able to demonstrate the following skills and knowledge;

- At least 3 years' experience as an office manager or PA role to a senior executive
- The ability to take ownership of a varied workload and make considered decisions, independently or escalating to the manager when appropriate.
- The ability to gain an excellent knowledge of competition and regulatory issues affecting the Authority and supporting the team where necessary.
- Strong analytical and written skills.
- Credible and professional communication with a range of stakeholders.
- The ability to develop and take on new skills, Previous experience of project management techniques and skills or the ability to learn these skills quickly.
- Educated to at least 'A' level standard or equivalent.
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3.2 Attributes

- A hands-on, can-do positive attitude.
- High-quality reasoning and analytical skills.
- The ability to work under own initiative as well as within and alongside the rest of the team.
- A high level of self-motivation and commitment.
- Strong organisation, planning and time management skills.
- Strong communication skills (both written and oral).
- The ability to balance competing priorities.
- The ability to take ownership of a varied workload and make considered decisions independently or escalating to the manager when appropriate.
- Ability to engage effectively with all relevant stakeholder groups.
- Proven research skills that demonstrate an ability to think analytically.

- The desire to continue personal development and identify areas for personal improvement and skill gaps
- A high standard of integrity, impartiality, transparency and objectivity.

Key Skills

1. Ability to lead and deliver small administration projects
2. Excellent communications skills, written and oral
3. Ability to develop external relationships with key stakeholders
4. Computer literate and ability to learn new software solutions with experience of Board Intelligence or similar and Quick Books or similar.
5. Self-Motivated
6. Ability to manage external contractors
7. Strong attention to detail
8. Proactive approach to problems by providing realistic solutions
9. Patience and a sense of humour

Note A

The JCRA was established under the Competition Regulatory Authority (Jersey) Law, 2001, the telecoms, postal and ports sectors are regulated by the JCRA, which is also responsible for administering and enforcing the Competition (Jersey) Law 2005.

Note B

This is a full-time role and the JCRA do accommodate flexible working where possible.

August 2021