



Job Description: Assistant Case Officer

The Jersey Competition Regulatory Authority known as the JCRA/the Authority is responsible for the administration and enforcement of competition law in Jersey, together with the economic regulation of the telecom, ports, and postal sectors. This is to ensure these sectors work in the best interests of consumers, through effective competition where appropriate: and regulation where competition is not sufficient to adequately protect consumers interests.

Because of our size, roles are varied, and employees benefit from working across a number of different areas and teams. We recruit like-minded people who work and learn together to deliver high impact, quality outcomes for the people of Jersey.

Decisions made by the Authority can have material local economic impact. The Authority's activities and decisions are also highly visible and widely reported in the media. Details of the Authority's recent activities can be found at the Authority website: www.jcra.je

Job Title	Assistant Case Officer
Contract Type	Permanent, full-time. The Authority will accommodate flexible working where possible. 30 days holiday, plus public holidays.
Reports to	The Assistant Case Officer will report to Senior Case Officers on a daily basis.
Location	2nd Floor Salisbury House, 1 - 9 Union Street, St Helier, Jersey, JE2 3RF

Job Description

Job Purpose

Being an Assistant Case Officer at the Authority is an opportunity to learn new skills, develop your career, and play a key role supporting cases that protect consumers in Jersey. If you have strong administrative, research, and data management skills, this is a great opportunity to join our team.

As an Assistant Case Officer, you will play an important role supporting the Case Team in delivering cases which have real impact for Jersey. The key aspects of this role will vary from project to project and will evolve based on your growing skills and experience.

Main Responsibilities

Cases, Requests and Responses

1. Supporting the team by collecting data, carrying out research and basic investigations.
 2. Support the on time delivery of specific case work or other regulatory projects.
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3. 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.
4. Draft routine correspondence, meeting notes etc, including for publication, when required.
5. Manage calls and coordinate responses to correspondence to and from members of the public.
6. Organising internal and external meetings in relation to cases, preparing agendas and minutes as required.

Supporting Stakeholders

1. Assist in managing relationships with stakeholders and develop and maintain fair, open, professional and proactive communication with them.
2. Communicate clearly and act as a point of contact for specific case work.
3. Building and maintaining collaborative relationships with Jersey and UK stakeholders, agencies and Government Departments.
4. Contribute towards raising the profile of the organisation by undertaking the necessary training and developing relationships within Jersey, Channel Island and national organisations.

Opportunity to Develop

1. Opportunities for training in competition and regulation will be provided.
2. Develop knowledge of telecoms, ports and post, alongside an understanding of market studies.
3. Support to achieve a high level of general IT skills.
4. Develop a thorough understanding of existing and new laws and regulations.

Candidate Specification

Requirements

It is essential that you can provide evidence and examples for each of the following selection criteria in your application:

- A hands-on, can-do attitude.
- Experience of managing your own work, including the ability to successfully prioritise work in order to meet deadlines (lead criteria).
- Good research and analysis skills, with experience of gathering, summarising and presenting information (lead criteria)
- The ability to make considered decisions independently or escalating to the manager when appropriate.
- Experience of managing enquiries into issues or complaints and following this through to resolution is advantageous.
- The ability to work under own initiative as well as within and alongside the rest of the team.
- Good written and oral communication skills tailored to the needs of different audiences and experience of representing organisations to stakeholders.
- Data and records management skills, and the ability to understand and manage the risks associated with the improper use, handling and disclosure of information.

- Strong interpersonal skills, with experience of contributing whilst working as part of a team.
- The desire to continue personal development and commitment to fill gaps in skills and knowledge.

If this role interests you, or you would like further information about the role, the Authority, or what the Authority can offer you, please email Karen Lysiak at karen@hrnow.je and send your CV to apply for this role. **The closing date for applications is 31 March 2023.**

Background

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

What can the Authority offer?

Peers	Working with talented, supportive and engaging members of the team
Flexible working	Working in a friendly office environment or from home where required
Training	Competition and or economic post graduate support
Board	Ability to present to and engage with Authority members formally and socially
IT	The latest IT equipment and software packages
Variety	Working across various business sectors in Jersey; Competition Law and Ports, Post and Telecoms regulation
Profile	The opportunity of raising the personal profile of the successful candidate across a wide range of businesses and within the Government of Jersey
Social	The opportunity to support the community or charitable organisations
Making a difference	Using your professional skills to support Jersey consumers
National	The opportunity of working with Ofcom, CMA and other international bodies
Reward	Benchmarked basic pay, 30 days holiday plus public holiday, private health care, pension, wellbeing package, etc.

The Authority's core values:

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.