



Job Description: Competition and Regulation Case Officer

The Jersey Competition Regulatory Authority (the **Authority**) is a small organisation and because of our size, roles can vary when circumstances change, and our staff have diverse skills and responsibilities. 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.icra.je

1. Job Title

Job Title: Case Officer

Contract Type: Permanent, full-time (37.5 hours per week). 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 Operating Officer and Chief Economist on a daily basis.

The Case Officer will directly report to the Chief Operating Officer 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 than for regulators in larger jurisdictions. This creates a strong development environment for someone who is adaptable, curious and motivated to build broad regulatory experience. 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.
- 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.
- Preparation and presentation of high quality board papers.
- Drafting routine correspondence, taking accurate meeting notes and publishing documents, when required.
- Managing calls and coordinating 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.
- Ensuring all case work is delivered to a consistent, auditable standard that supports transparent regulatory decision making.

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.
- Building and maintaining collaborative relationships with Jersey and UK stakeholders, agencies and Government Departments.
- Ability to communicate effectively with the media, where required.
- Represent the Authority in a confident and impartial manner, maintaining trust and credibility with all external partners.

Policy analysis

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

- Examining competitive dynamics, market concentration, and barriers to entry to assess the overall competitiveness of markets.
- Analysing the economic effects of business practices (e.g., pricing strategies, market behaviour) and determine potential harm to competition and consumers.
- Assessing the competitive impact of proposed mergers or acquisitions, considering factors like market share, concentration, and consumer welfare.
- Investigating potential violations of competition laws (e.g., anti-competitive agreements, abuse of dominance) and evaluate the need for enforcement action.
- Continuously assessing the performance of existing competition policies and identify areas for improvement based on evolving market conditions.

- Contributing to the development of new competition policies or guidelines based on rigorous analysis, emerging trends, and legal frameworks.
- Providing actionable, evidence-based recommendations for policy changes or regulatory interventions to promote competitive markets.
- Staying informed on changes in competition law, economic theories, and regulatory practices to ensure policy analysis remains relevant and up-to-date.
- Presenting complex analytical findings in clear, accessible language for both specialist and non-specialist audiences.

Opportunity to Develop

- Opportunities for formal training in competition and regulation will be provided.
- Develop knowledge of telecoms, ports and post, alongside an understanding of market studies.
- Presentation and communications skills.
- Tailored professional development opportunities to support long-term career progression.

3. Candidate Specification

3.1 Qualifications / Requirements

- A relevant degree or ability to obtain a similar qualification
- In addition, it would be advantageous if the post holder has;
 - Previous experience of working in compliance, a regulated sector or Competition Authority would be an advantage
 - Experience in analysing complex problems
 - Strong analytical skills to apply complex regulations to a variety of circumstances
 - Proven ability to work in a team to deliver results
 - 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.
- The ability to manage workload autonomously and take ownership of a varied caseload, making considered decisions independently or escalating to the manager when appropriate.
- A high level of self-motivation and commitment.
- Strong planning and time management skills.
- Credible and professional verbal and written 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

Background

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.

Note B

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 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** – Benchmarked basic pay, private health care, wellbeing allowance, pension

Note C

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

March 2026