

Job Description

Name:	TBC
Title:	Head of Online Services
Division:	Risk and Operations
Reports to:	Deputy Director - Risk and Operations
Updated:	May 2025

Principal Duties and Responsibilities:

Manage and lead the Commission's IT Online Services team ensuring that resources are used effectively, to deliver assigned and approved work.

Responsible for the functionality and availability of the Commission's IT systems, with associated tools, ensuring that these are appropriately enhanced and maintained, in support of the following objectives of the Commission:

1. Working to *ensure the Commission delivers high quality prudential, financial crime and conduct regulation within the Bailiwick of Guernsey.**
2. Working to *protect and enhance the Bailiwick's international reputation** within the financial services sector in order to promote a *regulatory environment in which good firms do good business.**

Management Skills

3. Demonstrating timely and accurate reporting to Line Manager, appropriate Project Manager(s) and Project Stakeholder(s).
4. Demonstrating flexibility in managing changing priorities and promote the objectives of the team, the Division and the Commission.
5. Demonstrating the ability to positively influence and coach team members to bring out the best from the team.
6. Manage the planning and programme of works for the IT Team based on priorities set at the Development Prioritisation Committee ("DPC") meetings inclusive of Communications to and from the IT team and Deputy Director.
7. Demonstrate the ability to resource required/approved work in required timeframes by balancing the need for contract resources in addition to Commission resources.
8. Supporting staff and contributing to their development by assessing staff training needs, providing training as required, general staff management, including undertaking staff appraisals, and providing constructive feedback and recognition where appropriate or directed.
9. Demonstrating pragmatic decision making and well thought out recommendations while ensuring that the channels of communication are utilised appropriately.
10. Managing any assigned Information Systems supplier relationships and contract staff.

*Quoted from Mission Statement

11. Managing any assigned IT internal audit processes. Supporting the Deputy Director and Director of Risk and Operations in reporting to the Audit and Risk Committee when required.
12. Attend Project Boards and Commission Committees to which you are invited/assigned and engage appropriately adding value as a representative of the IT team.
13. Maintaining and updating the IT Risk Management processes, including the IT Controls Manual, with input from the Head of Infrastructure and Deputy Director.
14. Proposing IT solutions, including policies and procedures, to meet organisational objectives.
15. Partner with the Head of Infrastructure to proposing operational and capital budgets for IT hardware and software, business continuity premises and office equipment, managing expenditure to meet such budgets.

IT and Technical Skills

16. Applying skills to support the team and wider Commission with IT systems queries/analysis/requirement gathering.
17. Assisting with the delivery of appropriate metrics for the team/Division from the Balanced Scorecard.
18. Formulating plans for achieving appropriate assigned objectives over a performance period, anticipating potential problems, and taking pre-emptive action.
19. Supporting strategic plans for the Commission's IT function. Supporting the delivery of specific assigned IT and 3 Year Business Plan projects.
20. Maintain the IT Risk Register and ensure mitigation is researched, planned., documented and delivered in line with other delivery objectives.
21. Ensuring the Commission's Information system changes are developed applying good development principles throughout the software development life cycle; Planning, Requirements, Design, Build. Document, Test, Deploy and Maintenance.
22. Ensuring that the team provide appropriate Training and Communications for changes to Commission systems.
23. Making constructive recommendations for change and improvement and assists in the implementation of change assigned to the team for delivery

Communication and Written Skills

24. Communicate clearly to the team the relevant information gathered as various meetings held, inclusive of DPC and any Key Decisions/Assumptions/Risks/Mitigation originating from Project Board or relevant Project meetings.

Reporting regular and accurate status reports into appropriate Project Managers and Project Stakeholders within Risk and Operations. Escalating issues on a timely basis to the Deputy Director responsible for IT and where relevant on to Project Stakeholders.

Professional Excellence and Cooperation

25. Taking responsibility for updating professional and technical knowledge, developing an understanding of regulatory laws, rules, codes and guidance. Work towards accreditation required in role, including professional qualifications where appropriate.
26. Attending staff Grading and Moderation meetings during the appraisal process.
27. Representing the Commission and developing career by attending appropriate training courses, conferences, workshops and seminars. Reading of relevant technical publications and generally keeping up to date with developments within the industry.
28. Completing all work promptly and to a high standard.

Specific to Role

29. Partner with / Support the Head of IT Infrastructure to maintain the Enterprise Architecture, IT risk management, and IT resource planning processes, in a manner proportionate to the Commission's needs.
30. Assist the Head of Infrastructure when requested, with administration related to purchasing and management of Commission software/hardware.

Other

31. Any other duties or responsibilities as may be required from time to time in context with the job and in relation to the services provided by the Division, or as may be required from time to time by the Director or Deputy Directors of the Risk and Operations Division.

This job description is provided as an outline of the duties and responsibilities of the post holder and will be reviewed annually in accordance with the Commission's annual appraisal process and / or in the light of any service developments or changes