



# Job Description: Senior Case Officer

CICRA 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 the Channel Islands.

The Channel Islands have high-value micro-economies, and decisions made by CICRA can have material local economic impact. CICRA's activities and decisions are also highly visible and widely reported in the media. Details of CICRA's recent activities can be found at the CICRA website: [www.cicra.je/www.cicra.gg](http://www.cicra.je/www.cicra.gg).

These are the core values that drive how we work:

## Honesty & Integrity

Be transparent, genuine and fair. Operate with the highest degree of personal and professional integrity.

## Recognition & Respect

Recognise and support each other. Maintain an inclusive work environment where teamwork is at the centre of everything we do.

## Innovation & Impact

Agile thinking to approach different situations differently within the workplace. Everything you do should have a clear objective.

## Personal Responsibility & Communication

Work proactively, with confidence and flexibility. Understand that you are acting as an ambassador for the organisation. Communications should be clear and effective.

## 1. Job Title:

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Senior Case Officer

### Department:

Regulation

### Location:

Suite 4, 1<sup>st</sup> Floor, La Plaiderie Chambers, Guernsey, GY1 1WG or 2nd Floor Salisbury House, 1 - 9 Union Street, St Helier, Jersey, JE2 3RF

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# 2. Job Description

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## 2.1 Job Purpose

Reporting to CICRA's Regulation Director, the Senior Case Officer will be responsible for undertaking much of CICRA's work in regulation. The successful candidate would ideally have experience in some areas of the regulatory work CICRA conducts, including postal, telecoms and electricity regulation and competition law enforcement (particularly the review of mergers and acquisitions and completion of market studies).

Supported by the Executive and colleagues, the role will involve both working as part of a small team on certain projects and leading projects and teams on others.

Our work brings us close to the marketplace and its impact is quickly apparent. As a Senior Case Officer within a small organisation, the breadth of your remit will be greater than at regulators in larger jurisdictions. Your projects could cover a range of areas, with any one project requiring technical, economic, legal and communications skills.

This role will require the successful individual to be highly resilient, as it will involve pressurised situations dealing with highly skilled stakeholders on complex issues.

The successful applicant will be required to live in either Jersey or Guernsey, but the role will require working across both jurisdictions with an ability to travel as required.

## 2.2 Main Responsibilities

The principle responsibilities of the role are:

- Developing and implementing project plans for specific regulatory projects. These projects will be diverse and will cover all regulated utility sectors;
- Developing and implementing project plans for market reviews over a multitude of sectors.
- Leading or working on regulatory projects. The subject matter of these projects will be diverse and cover all aspects of economic regulation in the Channel Islands. In some cases, you will be required to instruct and supervise external consultants.
- Competition Law: Undertaking competition law enforcement work, ranging from formal investigations including investigations of complaints of anticompetitive behaviour, market studies, provision of advice and guidance and the approval of certain mergers and acquisitions, to more informal interventions.
- Draft publications, including board papers, regulatory decision notices and market reports. This will involve a firm understanding of the legal, regulatory, commercial and political environment within which CICRA operates.
- Act as a key first point of contact for key stakeholders, including members of the public.
- The role will require the individual to work as a team, either leading or providing assistance with other projects as and when required. Project work will require the individual to be self-motivated with the ability to undertake research, data collection and analysis.
- Ability to clearly demonstrate effective communication with high levels of direct stakeholder contact.

- Contributing towards raising the profile of the organisation by attending and presenting at seminars and developing their own contacts within organisations

## 3. Candidate Specification

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### 3.1 Qualifications / Requirements

- Educated to degree level, ideally (but not essentially) with a professional relevant qualification in economics, law or other relevant professional qualification
- At least 5 years' experience working in the field of utilities, regulation, preferably with experience at a regulatory authority
- An appreciation of the effects of operating within a political environment
- An understanding of consumer interests

### 3.2 Attributes

- A hands-on, can-do attitude.
- 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 planning and time management skills.
- Strong communication skills (both written and oral).
- 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.