

---

<b>Position:</b>	Business Delivery Specialist
<b>Grade:</b>	4
<b>Team:</b>	Business Delivery
<b>Reporting to:</b>	Head of Business Delivery
<b>Contract:</b>	Permanent
<b>Hours:</b>	37.5 hours per week

---

### **Mission**

Our Mission is to promote good business and preserve Gibraltar's good reputation as a Financial Centre.

### **The Role**

The Business Delivery Team's mission is to support organisational-wide objectives and drive the delivery of business change.

### **Key responsibilities**

- Research and understand subject matter of specific workstreams/projects and implement delivery programs for these.
- Actively manage and participate in completing tasks to ensure successful and timely completion of identified workstreams.
- Proactively look for ways to improve internal processes, procedures and ways of working. Review and consider existing internal procedures and policies and make necessary changes so that these can be streamlined and made more efficient.
- Work collaboratively with all relevant stakeholders to maintain relationships and deliver business change that promotes the GFSC regulatory objectives and outcomes.
- Share learnings and knowledge with the team, deliver training and support knowledge sharing to the wider GFSC to ensure that any changes and outputs are understood.
- Participate and contribute to the work of other teams within the GFSC.
- Identify, report, escalate and manage risks, risk events, controls and management actions in a timely manner in line with the GFSC's standards and policies and proactively engage with the risk function.
- Respond to external and internal queries in a timely, professional and helpful manner.
- Maintain an understanding of innovation in financial services and its impact on consumers.
- Keep up to date with relevant industry developments whilst also maintain a current understanding of relevant markets, Government of Gibraltar, UK and other international regulatory developments. Whilst understanding their implications for the work of the GFSC, including the GFSC's identification of risk, and to support the implementation of the necessary regulatory frameworks.
- To work closely with the Heads of other sectors to co-ordinate efforts, identify and manage common areas of interest. Identify and manage any potential conflicts in intended outcomes from project-management work based on SMT and organisation wide strategic objectives.
- Proactively build strong relationships, with a diverse set of stakeholders, including firms, representative bodies, consumers, the Government of Gibraltar, UK, and international regulators.
- Be seen as a respected, authoritative voice of the GFSC.
- To fulfil individual risk and control responsibilities in line with GFSC standards and policies.
- With support from the Head, provide leadership and effective communication in both the team and across the GFSC.

## Skills

- Provide recommendations to individuals and teams on ways to improve performance and meet defined objectives.
- Monitor and provide feedback on individual and team performance against defined standards.
- Share information and readily determine who to go to for relevant information.
- Provide assistance and feedback in the problem-solving process.
- Plan the workload effectively so that tasks/projects are delivered without affecting normal performance.
- Recognise areas for improvement and uses imagination to solve problems.
- Present options and solutions when it comes to decision making on tasks and projects.
- Look for opportunities to share their skills/abilities.
- Self-manage positively through challenges and setbacks and coach others within the team to do the same.
- Ability to positively adapt to changing workload priorities, effectively reprioritising or deferring tasks for self and team in line with operational and strategic goals.

## Compensation & Benefits

The GFSC reviews our employee benefits package each year to ensure that we offer competitive benefits to our employees. The discretionary benefits we currently offer are:

- Pension scheme
- Health insurance
- Death in service cover
- Travel Insurance
- Flexitime
- Annual Leave starting at 25 days with the option to purchase a further 5 days each year
- Corporate gym rates
- Employee Assistance Programme for yourself and household family members