

**Job Title:** Business Manager  
**Salary:** £36,798 - £47,591  
**Contract type:** Permanent  
**Grade:** MoJ Band B  
**Number of open roles:** 1  
**Location:** London  
**Hours:** 38 hours/week (42 hours incl. lunch)  
**Working pattern:** Full time  
**Closing date for applications:** 3rd June 2020  
**Interviews:** From 16th June 2020

## Introduction

At [MOJ Digital and Technology](#), we have a clear vision - to develop a digitally-enabled justice system that works for users. We're looking for talented people to help us achieve this.

We're building adaptable, effective services and making systems that are simple to use for staff and citizens. As well as doing great work, you'll join a place that's great to do work in, investing in you and your career through our networks and training opportunities. On top of that, you'll find flexible working, an inclusive culture and a place where your opinion is valued.

## About the Function

The Ministry of Justice Digital and Technology team is made up of around 900 digital and technology specialists, located throughout the UK with hubs in London, Sheffield, Birmingham and Glasgow. We support the 80,000 staff working within the Ministry of Justice (MoJ) who do important, even life-changing work, with citizens and legal professionals.

As a function, we provide digital services, technology and support for the digital transformation of prisons, probation and wider justice system through:

- Fixing the basics, providing modern and secure technology to users across the department.
- Making things more efficient by providing access to justice through simpler services such as applying for legal aid online
- Thinking about the whole system - working with colleagues across the justice system to design and deliver services that really work for those that use them
- Building diverse, inclusive and brilliant teams to reflect the users that we serve

## About the role:

The Business Manager supports the smooth and effective running of the Chief Operating Officer (COO) Office, ensuring that priority work is delivered. This role will report to the Operations Lead.

As part of a small team you will work closely with the CDIO office team to ensure joined up working between the two areas.

The COO has oversight and responsibility for the digital recruitment, capability and engagement, our digital portfolio and spend controls processes, and links with other functions such as HR, commercial, finance and estates. They also deputise for the Chief Digital and Information Officer where necessary.

**In this role you will:**

- Support the COO by managing the COO's workload and priorities.
- Monitor the COO Inbox, responding to emails where appropriate, flagging them to the COO or allocating them to colleagues.
- Identifying important emails or communication that require immediate action, proactively gathering input from relevant team members.
- Commission, oversee and edit briefings and submissions for the COO, liaising with other teams where necessary and ensuring these enable priorities as set out in the D&T strategy to be met.
- Collect, collate and monitor actions and other general commissions emerging from meetings.
- Coordinate the COO's participation in meetings, events and communications, advising on speaking engagements and messaging.
- Support the Diary Manager in the prioritisation of meetings.
- Accompany the COO to meetings, as necessary, and take notes and action points from these meetings.
- Responding to requests for information, including Freedom of Information (FOI), Cabinet Committee correspondence and Parliamentary Questions.
- Shaping and delivering ad hoc projects to improve D&T operations and the efficiency of the function.
- Optimising the running of the Chief Operating Officer's office by helping maintain processes, systems and information/records.
- Building and maintaining a strong network across the function, the department and Whitehall.

**Skills & Experience**

- Essential: Proven track record in a fast-paced 'Office' (Director, Deputy Director, C-Level Executive) within a large and complex organisation (preferably Government or Public Sector)
- Demonstrable experience shaping and delivering operational improvement projects. You drive initiatives autonomously and are able to keep the COO up-to-date as needed.
- Proven experience in providing insights and recommendations across Operational/Corporate Services based on a range of qualitative and quantitative data.
- Excellent planning and prioritisation skills - you are able to manage multiple concurrent tasks whilst maintaining visibility and reprioritising as needed.
- Excellent collaboration and communication skills - you are able to build productive relationships easily with people at all levels and engage effectively with other functions across the organisation (HR, Finance, Commercial etc.)

## **Behaviours:**

In the Civil Service, we use [Success Profiles](#), a flexible framework, to assess candidates against a range of elements using a variety of selection methods, therefore giving you the opportunity to demonstrate the various elements required to be successful in the role.

The Civil Service Behaviours we will consider are: Seeing the Big Picture, Making Effective Decisions, Communicating and Influencing, Working Together, Delivering at Pace.

We are inclusive, treating others with respect, celebrating similarities and differences. We listen to, and consider other's thoughts, ideas & concerns, and remain open to challenge. We are open, honest and work collaboratively with all colleagues.

## **Selection Process Details**

Candidates must submit:

- a current and relevant CV;
- a Cover Letter (1 page max) setting out how you meet the skills and experience required.

At the sift stage we will review your CV and Cover Letter against the required skills & experience to determine your suitability for the role. At the interview we ask you questions based on the skills and experience as well as behaviours outlined.

At the Interview we will ask open-ended questions to which they are seeking answers/evidence of skills, experience and behaviours in order to guide their hiring decision.

Note: if we receive a high volume of applications, at the sift stage all applications will be reviewed against the essential criteria only.

Note: interviews are expected to last one hour.

Note: due to the volume of applications we receive we are unable to provide feedback after the CV review (sift) stage.

## **Benefits:**

- 37 hours/week and flexible working options - working from home or remotely, working part-time, job sharing, or working compressed hours.
- [We have a fantastic learning and development offer](#)
- £1000 of learning and development spend per year
- A [civil service pension](#) with employer contributions of 26-30% depending on salary.
- 25 days annual leave, which increases 1 day per year up to maximum of 30 days (plus bank holidays), and an extra day off for the Queen's birthday.
- Great maternity, adoption, and shared parental leave, with up to 26 weeks leave at full pay, 13 weeks with partial pay, and 13 weeks further leave. And maternity support/paternity leave at full pay for 2 weeks, too!
- Bike loans and secure bike parking (subject to availability and location)
- Season ticket loans, childcare vouchers and eye-care vouchers.

- 5 days volunteering paid leave.

## Things you need to know

### Security and Immigration checks

Successful candidates must pass a disclosure and barring security check.

Successful candidates must meet the security requirements before they can be appointed.

The level of security needed is [security check](#).

Candidates will be subject to [UK immigration](#) requirements as well as [Civil Service nationality rules](#).

If you're applying for a role requiring security clearance please be aware that foreign or dual nationality is not an automatic bar. However certain posts may have restrictions which could affect those who do not have sole British nationality or who have personal connections with certain countries outside the UK.

### Nationality requirements

Open to UK, [Commonwealth](#) and [European Economic Area \(EEA\)](#) and certain non EEA nationals. Further information on whether you are able to apply is available [here](#).

### Eligibility

Candidates in their probationary period are not eligible to apply for vacancies within this department.

### Working for the Civil Service

The [Civil Service Code](#) sets out the standards of behaviour expected of civil servants.

We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's [recruitment principles](#).

The Civil Service embraces diversity and promotes equality of opportunity. There is a guaranteed interview scheme (GIS) for candidates with disabilities who meet the minimum selection criteria.

### Contact point for applicants

For further information regarding this role please contact [MoJ D&T Recruitment](#).

## Further information

All Civil Servants will adhere to the '[Civil Service code](#)', which outlines the Civil Service's core values, and the standards of behaviour expected of all civil servants in upholding these values.

### Note for Civil Servants only:

If successful, the salary offered would normally be determined by applying the MoJ salary progression rules. If the appointment is on level transfer your substantive salary (excluding any allowances) will remain unchanged, unless it exceeds the maximum stated within the MoJ pay band, and unless your current salary is below the relevant MoJ grade minimum. If

the appointment is on temporary or substantive promotion the salary will be increased by the appropriate promotion percentage or moved to the minimum of the relevant MoJ grade minimum, whichever is the greater.

**Note for all Applicants** - This post is open to UK Nationals, Commonwealth Citizens, EEA Nationals of other member states and certain non-EEA family members. There must be no employment restriction or time limit on your permitted stay in the UK. You should normally have been resident in the United Kingdom for at least 3 years and in some cases 5 or even 10 years preceding your application due to the requirement to have a checkable history for security vetting purposes. If you answer 'No' to the questions regarding nationality then it is unlikely your application will be pursued. If you are unsure as to your eligibility on any of these points, please contact the recruitment team for clarification or advice.