

**Job Title:** Service Asset & Configuration Management (SACM) Team Lead – Hardware  
**Salary:** £36,798 - £47,591 (London); £30,989 - £41,095 (National)  
**Contract type:** Permanent  
**Grade:** MoJ Band B  
**Number of open roles:** 1  
**Location:** London/National  
**Hours:** 37 hours/week (42 hours incl. lunch)  
**Working pattern:** Flexible Working, Full Time  
**Closing date for applications:** 19th April 2020  
**Interviews:** From 29th April 2020  
**Interview location:** Video Interview  
**Security Clearance:** Successful candidate must be willing to be subject to CTC Clearance

## Introduction

These are exciting times at MOJ Digital and Technology. We have a clear vision - to develop a digitally-enabled justice system that works more simply for users - and we're looking for talented people to help us achieve it. We're making things better by building adaptable, effective services and making systems that are simple to use for staff and citizens. It can be challenging but it's also important and rewarding.

As well as doing great work, we're creating a place that's great to do work in. We offer tip-top kit, brilliant training opportunities and support from expert colleagues. On top of that, you'll find flexible working, an inclusive culture and a place where your opinion is valued.

## The role

This opportunity will be for an enthusiastic and seasoned SACM Team Lead (Hardware). You will be responsible for leading a team in the development and delivery of high-quality SACM policies and processes.

You'll work in a service integration and management (SIAM) model and essential to your success will be the ability to build and maintain effective relationships with a variety of suppliers, both internal and external, and business stakeholders.

You will empower your team to continuously improve, ensuring they continue to add value to the way we manage SACM, and respond to a changing technology landscape.

You will act as an escalation point for our supplier and business stakeholders and liaise with Information security teams as required.

## You will:

- Take a lead role and draw from previous IT Asset Management experience and industry best practices to identify areas that need improving or updating
- Line Management of SACM Analyst Hardware Team
- Drive changes to the existing Hardware Asset Management capability to support delivery of key deliverables and objectives
- Drive forward activities to deliver key efficiencies ensuring processes are 'fit for purpose' along with knowledge transfer and education to the BAU Teams
- Manage the review of existing processes to identify changes to deliver the implementation of improved policies and standards governing IT Asset Management
- Administer the tools and technologies as required to support the tracking of IT Assets

- Provide support to various teams in the population of the data and auditing, to maintain the accuracy of the CMDB
- Manage interfaces with the Change & Configuration Teams and other users of the CMDB
- Govern and support the processes regarding the effectiveness of the CMDB and identify risks and issues
- Work with Governance, performance and reporting to ensure suitable data and status reports are produced on time
- Ensure the Asset Management Key Performance Indicators (KPIs) are monitored and met.

#### **You'll have:**

- Experience in assuring and improving IT Asset Management policies and processes
- Experience of working collaboratively with multi-disciplinary teams with a delivery focus in both project and operational environments
- Experience of using ITSM and discovery tools to automate reports (as far as data sources/tooling will allow)
- Proficient with Microsoft Office, particularly in the use of Excel to analyse complex datasets
- Proven data modelling / report writing capabilities
- A wide experience of flexible and proactive information gathering, with the ability to make effective recommendations to management
- Ability and confidence to take charge of diverse tasks and deliver high quality work in a challenging and ever-changing environment
- Responsibility for delivering expected outcomes on time and to standard, giving credit to teams and individuals as appropriate by planning ahead and reassessing workloads and priorities
- Regularly monitor own and team's work against milestones or targets and act promptly to keep work on track and maintain performance with support to others to set and achieve challenging goals
- Preferably ITIL v3/4 Foundation qualified and IAITAM certified, with evidence of working in an agile environment.

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.

At the interview we will be assessing your technical/specialist skills and experience, testing your ability through relevant assessments and asking you questions to around the behaviours we require to be successful in this role. The **behaviours** we assess are:

- Leadership
- Communicating and influencing
- Working together
- Developing self and others
- Making effective decisions
- Delivering at pace
- Seeing the big picture
- Changing and improving
- Managing a quality service

Throughout the process we will assess your technical specialist skills and experience on the above requirements.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status or disability status.

### **Selection process details**

Candidates must submit:

- a current and relevant CV;
- a Cover letter (1 page max) setting out why you are interested in the role and how you meet the essential skills and experience required.

The job advert lists the essential, specialist skills and experience as well as key Civil Service competencies required for the role.

At the CV review/sift stage we will use the technical/specialist skills and experience to determine your suitability for the role.

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

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

### **Salary and working arrangements**

If successful, the salary we offer you will be within the advertised range and will depend on the skills and experience you demonstrate at the interview. Therefore in your cover letter it would be helpful to the hiring teams if you can indicate your salary expectations and if possible your notice period.

### **Benefits:**

- A [generous pension scheme](#) on average of up to 22%
- 25 days leave, plus bank holidays, plus 1 privilege day usually taken around the Queens' birthday
- 1 additional day of leave for every year you work, up to a maximum of 5 extra days
- Flexible working - whether it's working from home or remotely, working part-time, job sharing, or working compressed hours, we have people doing it and are happy to discuss options with you
- Access to training and development through Civil Service Learning, [GDS Academy](#) and [Pluralsight](#)
- 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.
- Some offices may have a subsidised onsite Gym.
- Up to 5 days paid leave for voluntary work you may wish to undertake

### **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.
- 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 current Civil Servants:** 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 non Civil servant 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 restrictions 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.