

## **Team Support Manager**

**Location:** National\*

**Closing Date:** 04 December 2023

**Interviews:** 14 December 2023

**Grade:** HEO

(MoJ candidates who are on a specialist grade, will be able to retain this grade on lateral transfer)

**Salary:** £32,827 - £35,678 (National), £37,174 - £40,403 (London)

**Working pattern:** Full-time, part-time, flexible working

**Contract Type:** Permanent

**Vacancy number:** 81648

**\*We are currently offering hybrid working which includes 2 days per week in your local office. Office locations can be found [HERE](#)**

## The Role

We're recruiting for a **Team Support Manager** here at [Justice Digital](#), to be part of our warm and collaborative Strategy & Operations team.

Justice Digital is made up of around 1,000 digital and technology specialists, located throughout the UK. We support over 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 the 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.

To help picture your life at [MoJ Justice Digital](#) please take a look at our [blog](#) and our [Digital and Technology strategy 2025](#)

## Key Responsibilities:

This is a varied role that requires a comprehensive understanding of the team strategy, excellent organisational skills, and the ability to prioritise your own workload. It involves helping to manage the team's people data, team engagement and delivery roadmap, while optimising the efficient operation of the team.

### What you'll be doing:

- Co-ordinating across the Digital Finance & Assurance Team to drive the execution of Strategic Objectives.
- Contributing to the creation, and ongoing maintenance of, the Digital Finance & Assurance Engagement Strategy – working collaboratively, taking the lead to drive the execution of a comprehensive engagement plan.
- Working collaboratively with the Digital Finance & Assurance Team to lead on the production/drafting of options papers.
- End-to-end tracking of agenda items and actions, driving a joined up and cohesive approach in how these are articulated and delivered.
- Supporting the Head of Digital Finance & Assurance in their role, delivering on day-to-day operational matters such as diary and E-Mail management.
- Building and maintaining positive and trust-based relationships with key stakeholders to ensure effective collaboration that positively impacts departmental outcomes.
- Work alongside the Digital Workforce Team to ensure the team's Workforce Plan is up to date.

If this feels like an exciting challenge, something you are enthusiastic about, and want to join our team please read on and apply!

## Benefits

- 37 hours per week and flexible working options including working from home, working part-time, job sharing, or working compressed hours.
- We are committed to nurturing our staff and provide lots of training and development opportunities with learning platforms such as: Linux Academy, O'Reilly, Pluralsight, Microsoft Learning, Civil Service Learning, GDS Academy, etc.
- 10% dedicated time to learning and development with a budget of £1000 a year per person
- Generous [civil service pension](#) based on defined benefit scheme, with employer contributions of 26-30% depending on salary.

- 25 days leave (plus bank holidays) and 1 privilege day usually taken around the Kings' birthday. 5 additional days of leave once you have reached 5 years of service.
- Compassionate maternity, adoption, and shared parental leave policies, 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!
- Wellbeing support including access to the Calm app.
- Nurturing professional and interpersonal networks including those for Careers & Childcare, Gender Equality, [PROUD](#) and [SPIRIT](#)
- Bike loans up to £2500 and secure bike parking (subject to availability and location)
- Season ticket loans, childcare vouchers and eye-care vouchers.
- 5 days volunteering paid leave.
- Free membership to BCS, the Chartered Institute for IT.
- Some offices may have a subsidised onsite Gym.

## Person Specification

### Essential

- Able to interpret complex information into a simple and engaging format through data and metrics.
- Able to work independently, prioritise tasks and manage multiple projects.
- Navigating ambiguity and inspiring others, with a mindset for continuous improvement.
- Able to bring people together to share achievements as well as problems, which can then be used for communication to the wider MoJ.

Willingness to be assessed against [the requirements](#) for BPSS clearance

We welcome the unique contribution diverse applicants bring and do not discriminate on the basis of culture, ethnicity, race, nationality or national origin, age, sex, gender identity or expression, religion or belief, disability status, sexual orientation, educational or social background or any other factor.

Our values are Purpose, Humanity Openness and Together. Find out more [here](#) about how we celebrate diversity and an inclusive culture in our workplace.

# How to Apply

Candidates must submit a **CV and Cover Letter** which describes how you meet the requirements set out in the Person Specification above.

In Justice Digital, we recruit using a combination of the [Digital, Data and Technology Capability](#) and [Success Profiles](#) Frameworks. We will assess your Experience, Technical Skills and the following Behaviours and Strengths during the assessment process:

- Changing & Improving
- Communicating & Influencing
- Delivering at Pace
- Working Together
- Adaptable
- Problem Solver

Your application will be reviewed against the Person Specification above by a diverse panel.

Successful candidates who meet the required standard will then be invited to a 1-hour panel interview held via video conference.

Should you be unsuccessful in the role that you have applied for, but demonstrated the capability for a role at a lower level, we reserve the right to discuss this opportunity with you and potentially offer you the position without the need for a further application.

A reserve list may be held for a period of up to 12 months from which further appointments may be made.

## Terms & Conditions

Please review our [Terms & Conditions](#) which set out the way we recruit and provide further information related to the role and salary arrangements.

If you have any questions please feel free to contact [recruitment@digital.justice.gov.uk](mailto:recruitment@digital.justice.gov.uk)