

**Salary:** Up to £55,000 depending on skills and experience

**Contract type:** 2-year fixed term appointment

**Grade:** MoJ Band A

**Number of open roles:** 1

**Location:** Sheffield

**Hours:** 37 hours/week (42 hours incl. lunch)

**Working pattern:** flexible working, full time, part time

**Closing date for applications:** rolling campaign,

**Interviews:** w/c 18 March 2019

**Interview location:** Sheffield

### **Introduction**

Are you an experienced content designer, looking to further develop and hone your skills in a specialist digital department? If so, the Ministry of Justice Digital and Technology (MOJ D&T) is looking for a senior content designer to develop simple, clear digital services and information that helps citizens and staff who interact with the justice system.

You'll be designing, creating and iterating content. You will own the content and its quality throughout a user's journey, and be comfortable using evidence, data and research to back up your decisions.

You will take a high level view of how a user's content journey maps to business processes, for both information and transaction-based services.

Within MOJ Digital & Technology, you will be working in multidisciplinary teams, alongside user researchers, interaction designers, service designers, product owners and developers. You will join a well-established content community, where you can share best practice, mentor colleagues and contribute to a wide range of activities within the MOJ and across government.

### **You'll be responsible for**

- creating content and developing strategies to help digital services meet user needs and business objectives, and create a clear, joined-up customer journey
- monitoring and improving content based on user feedback, research and data
- working effectively with subject matter experts, stakeholders and partners to deliver clear, relevant content

- ensuring all content assets are user-focused, accurate, optimised appropriately (e.g. for search), and meet relevant design, style and brand guidelines
- working with colleagues to understand user behaviours and data patterns to improve how services perform
- ensuring appropriate policy and legal fact checking of content and timely production and publishing
- taking an overall perspective on business issues, wider implications and long-term impact, and how content can help solve challenges
- ability to support the wider content team with peer reviews, content audits and benchmarking
- promoting user-focused content design across the MOJ, its agencies and cross-government groups

### **You'll have**

- proven track record developing content to meet user needs for digital services
- experience working collaboratively in fast-paced agile teams
- strong original writing for different topics, audience groups, purposes, styles and formats
- adept at providing simple, clear content to communicate complex issues
- experience developing content strategies or proposing content solutions to solve business challenges
- confident communicator: able to persuade; negotiate; influence; network; and work with stakeholders
- ability to get to the heart of an issue quickly and clearly, demonstrating expert knowledge in an applied setting
- knowledge of agile ways of working and user-centred content design
- experience scoping, commissioning and editing content
- excellent presentation skills with experience presenting content propositions and deliverables to business leads and stakeholders
- up to date with the latest content trends, ensuring that our solutions respond accordingly
- experience designing and developing workable content prototypes

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

### **Interview**

There will be a 15 minute content design task/discussion during the interview. Candidates should be prepared to show the panel then talk in detail about either a piece of flat content or content within a service, explaining:

- any relevant user need
- the challenge that they were trying to solve
- how they went about solving it
- the results of their work

**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 we ask you questions based on the specialist/technical skills and experience in the job advert.

We conduct competency based interviews which means the interviewers will ask open-ended questions to which they are seeking answers/evidence of essential, previous experience in order to guide their hiring decision. Some roles may also require us to use assessments as part of the interview process.

**Please note that due to the volume of applications we receive we are unable to provide feedback after the CV review (sift) stage.**

### **Things you need to know**

#### **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.

You'll also get:

- Flexible working options such as 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
- Lots of training and development opportunities
- A civil service pension with an average employer contribution of 22%
- 25 days annual leave (plus bank holidays), and an extra day off for the Queen's birthday. No promises you'll be invited to her party, though
- 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.

#### **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.