

Role title: Engagement Manager

Grade: B

Location: National

Introduction

The Ministry of Justice Digital and Technology team is made up of around 900 digital and technology specialists, located throughout the UK. We support the 70,000 staff working within the Ministry of Justice (MoJ) who do important, even life-changing work, with citizens and legal professionals.

Justice Digital and Technology (JD&T) is a pioneering team within the Ministry of Justice. We've taken the lead in a digital transformation programme which has introduced:

- new technology including Office 365 and Google Docs to enable better collaborative working
- agile ways of responsive team working
- a number of successful citizen-facing online services
- data-driven thinking to enable more effective decisions

These successes have led to us to adopt a functional leadership model so we can better join up digital and technology services across the Justice System and become a smarter, simpler and unified department. Doing this will enable the MoJ to meet business demand and support our users with end-to-end service accountability.

Some of the important challenges ahead will be embedding an 'insourcing' approach to technology strategy and expanding internal capability. Members of the senior management team will play an important part in making this happen by:

- championing new ways of working
- supporting Heads of Professions to build capability through communities
- driving and instilling a culture of continuous improvement
- making JD&T an inspiring place to work by introducing learning and development plans, individual training budgets, mentoring and shadowing

The team

This Band B role reports to Head of Engagement role which sits in the Director of Operations Transformation (DOT). The purpose of the Operations function is to:

- enable our colleagues to get on with delivery
- instil a culture of accountability, value for money and commerciality in JD&T
- make JD&T a great place to work

The Role

The purpose of the Engagement Manager is to:

- Build staff engagement in JD&T
- Build the JD&T brand both within the MoJ and outside
- Support staff through business and cultural change

Responsibilities:**Staff Engagement:**

- Supporting the staff engagement strategy for JD&T
- Inputting to a rolling forward plan for staff engagement identifying appropriate engagement channels for staff at all levels and all locations
- Using a variety of tools and techniques to support JD&T colleagues with staff engagement; developing and co-ordinating communications to keep staff up to date and engaged with JD&T priorities, and wider MoJ and government initiatives, news and events
- Promoting and supporting the annual staff engagement survey

JD&T Brand:

- Working closely with colleagues in JD&T and the MoJ to build understanding of the JD&T strategy across the department
- Working closely with colleagues in JD&T, HR and Communications to help position JD&T as an employer of choice
- Building relationships within and outside the MoJ to further build the JD&T brand

Business & Cultural Change

- Supporting cultural and behavioural change across the function, encouraging shared ways of working and values without losing the strengths and values of individual teams
- Understanding the impacts of organisational change on JD&T colleagues in order to inform engagement and communication strategies
- Supporting JD&T in it's aim of increasing diversity and inclusion

Key skills and experience:**Experience**

- Developing internal and external staff engagement and communications
- Developing varied and appropriate methods of engagement and communication for a wide range of audiences, including social media
- Building collaboration across teams, functions and organisations
- Organising events for large groups of people
- Distilling and presenting complex data to a range of audiences

Skills

- Excellent communication skills, both written and verbal, particularly drafting, presenting and facilitation skills
- Building relationships, credibility and influence easily with people at different levels
- Driven and enthusiastic, with the ability to motivate colleagues
- Role modelling JD&T values and behaviours

Behaviours

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.