

Change Process and Business Support Manager

Location: National* / London

Closing Date: 6th July 2022

Interviews: 18th July 2022

Grade: HEO

Salary: £30,451 - £34,105 National
£34,242 - £38,373 London

Working pattern: Monday to Friday, 37 hours per week and flexible working options

Contract Type: Permanent Civil Servant

Vacancy number: [Oleeo number]

***We are currently offering hybrid working which includes 2 days per week in your local office however this is an office-based role. Office locations can be found [here](#). There is an expectation that the role will require frequent travel to London.**

The Role

We're recruiting for a **Change Process and Business Support Manager** here at [Justice Digital](#), to be part of our warm and collaborative Demand & Engagement team.

We are looking for a highly motivated and organised person to join our Demand and Business Relationship Management Team.

As a Change Process Manager, you will be responsible for processing and managing the lifecycle of service requests from across portfolios such as MoJ HQ, LAA, HMPPS, HMCTS. You will contribute to the development and delivery of a high-quality request for service process.

Additionally as a Business Support Manager you will provide administrative assistance to the department head, including but not limited to: Diary and inbox management, submissions of Business Cases, , travel arrangements, accommodation and preparation for attendance at external meetings.

The ability to work independently with minimal supervision and to build and maintain effective relationships with a variety of Stakeholders, both internal and external, will be essential.

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

- Process Requests for Service and manage each request through the appropriate stages of its lifecycle until closure.
- Ensure tracking tools and documents are kept up to date with progress through each request's lifecycle.
- Work collaboratively with internal stakeholders and assigned suppliers to drive business outcomes.
- Chair regular meetings with assigned suppliers and represent the views of Justice Digital, identifying risks in order to make decisions that take account of wider context.
- Contribute to creation of documentation to support RFS Management
- Contribute to improvements to the RFS stakeholder experience by identifying and reporting process hurdles or stakeholder feedback which can be discussed in Governance forums.
- Support central requests for information, including Freedom of Information (FOI) and Parliamentary Questions.
- Manage the teams' Security clearances as one of the National Security Vetting Contacts (NSVC).
- Support the Technology Services Business Manager in key projects to improve the operations and efficiency for the Technology Services department.
- Support the department by maintaining people data, learning and development records, email distribution lists and other ad hoc tasks.
- Organise training courses for the wider team.
- Maintain the risk register for the team.
- Maintain the guidance for business continuity arrangements for the wider team.

The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The Job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary.

Person Specification

Essential

- Can communicate effectively both verbally and in writing.
- Enjoys working with a range of key stakeholders and build effective working relationships both inside and outside of the organisation.
- Is highly organised and self-motivated
- Is IT literate with good working knowledge Microsoft Word, PowerPoint, Excel

Willingness to be assessed against [the requirements](#) for BPSS clearance
If this feels like an exciting challenge, something you are enthusiastic about, and want to join our team please read on and apply!

Benefits

- 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 Queens' birthday. 5 additional days of leave once you have reached 5 years of service.
- Wellbeing support including access to the Calm app.
- Nurturing professional and interpersonal networks including those for Careers & Childcare, Gender Equality, [PROUD](#) and [SPIRIT](#)
- 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.
- 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!
- 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.

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 D&T, 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 during the assessment process:

- Making Effective Decisions
- Communicating and Influencing
- Managing a quality service
- Delivering at Pace

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 we receive a high volume of applications, a pre-sift based on [\[Pre-Sift Criteria\]](#) will be conducted prior to the sift.

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