

Digital Support Officer

Location: National*

Closing Date: 27th January

Interviews: W/C 6th February

Grade: EO

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

Salary: National: £25,827- £27,170

London: £29,664- £31,200

Working pattern: Full time, Part time, Flexible working

Contract Type: 2 year FTC

Vacancy number: 69573

***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 **Digital Support Officer** here at [Justice Digital](#), to be part of our warm and collaborative Legal Aid Agency (LAA) team.

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 brilliant training opportunities, and support from expert colleagues. On top of that, you'll find flexible working, inclusive culture, and a place where your opinion is valued.

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:

- Providing high-quality administrative support to the department and relevant senior managers.

- Managing the team mailbox to ensure accurate and timely responses are provided to queries and requests.
- Provide and support the Communication and Engagement Manager with departmental communication strategy and approaches.
- Managing ad hoc purchases.
- MoJ ICT procurement to ensure all contracts remain up to date and renewal / exit strategies are tracked and action is taken in a timely manner
- Lead on the software and certificate licensing renewal activities for the department.
- Liaise with the stakeholders to ensure renewal activities are tracked and completed in a timely manner and necessary approvals are obtained.
- Working in collaboration with MoJ spending control processes to ensure approvals are in a place where required.
- Work with the MOJ transaction team to ensure suppliers are paid promptly.
- Managing requests to access LAA business systems, including creating and end dating users accounts
- Managing reference data changes to LAA business systems.
- Managing travel bookings and reporting against spending.
- Providing secretariat support to departmental meetings and events.

If this feels like an exciting opportunity, 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
- 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.
- Option to buy or sell annual leave
- 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

Person Specification

Essential

- An excellent IT aptitude, although training will be provided for the Technical systems being supported.
- Excellent interpersonal skills and ability to work effectively, and on own initiative, with both internal and external stakeholders.
- The ability to explain problems and solutions clearly to non-technical users
- Ability to prioritise work under pressure and meet deadlines
- Ability to work effectively in a culture of change
- A flexible approach to work and a willingness to learn new tech and skills when required.
- Very adaptable and willing to review role and priorities to meet the current and future needs of the team
- Excellent problem-solving skills

Desirable

- Knowledge of LAA business systems and applications.

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 **CV + Cover Letter (max 750 words)** 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 during the assessment process:

- Working Together
- Making effective decisions
- 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 your ability to *take responsibility for delivering expected outcomes on time and to standard, giving credit to teams and individuals as appropriate* 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