Delivery Operations Coordinator
Location: National*

Closing Date: 4th June
Interviews: w/c 12th June

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

Salary:
    London: £43,647- £48,067
    National: £37,683- £41,506

Working pattern: Full time/Part time/Flexible
Contract Type: Permanent

Vacancy number: 75152

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 **Delivery Operations Coordinator** here at Justice Digital, to be part of our warm and collaborative Digital Prison Service (DPS) Delivery Operations team.

Digital elements to prisons are provided through our Digital Prison Service (DPS) made up of multi disciplinary product teams.

The Delivery Operations team is a central function within DPS that manages and supports a range of activities to help product teams and the Senior Management Team to drive delivery of products and services more efficiently.
The DPS Delivery Operations team is responsible for supporting governance, metrics reporting , change coordination, stakeholder engagement and communication.

You will be joining an enthusiastic team of professionals helping to make a difference in the digital services we provide to our prisons.
You will have the ability and experience of supporting self organising agile teams in delivery operations through supporting the governance structure, collaboration with stakeholders to ensure central collation and management of risks , issues and dependencies

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:

- Working with the HMPPS Portfolio Lead and DPS stakeholders to coordinate Portfolio risks, issues, and dependencies to ensure effective reporting and management.
- Facilitate the Risks, Issues and Dependencies Review forum, supporting the relevant risk or issue owners to identify and develop appropriate mitigation as well as the Executive Risk Review forum to ensure escalations and mitigations are implemented in a timely manner.
- Ensure dependencies are being collated centrally and service owners are made aware of them and are managing conversations.
- Ensure that escalated risks and issues have a clear treatment and that any mitigating actions are clearly identified, owned and completed in a timely manner through engagement with Service Owners, Profession Leads and Head of Live support.
- Supporting teams to monitor dependencies and any impacts on the delivery roadmap
- Supporting DPS governance structure by ensuring that governance documentation are developed and shared in line with governance cadence
- Responsible for iterating the Risks, Issues and Dependency process to ensure it continues to improve and feedback is applied where appropriate.
- Gathers data from teams and produce portfolio reports required by stakeholders or governance boards

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

- Experience and understanding of Agile ways of working and collaborating with digital and multi-disciplinary teams
- Experience in eliciting, documenting and managing risks, issues and/ or dependencies log
- Experience in working and collaborating with digital and multi-disciplinary teams within public sector
- Project management experience to drive the process
- Organisation skills to evident experience of maintaining a portfolio of risks, issues and dependencies (RID) logs
- Strong stakeholder management to ensure risks and issues receive engagement with the governance structure
- Strong elicitation skills in order to draw out key risks and support stakeholder to explore mitigation options
- Strong analytical mind to analyse and interpret data

Desirable
- Understanding of the prison environment and the MOJ ecosystem including, but not limited to technology and logistical constraints across

establishments, staffing and different user groups, culture and the potential impact that change
- Ability to leverage experience and insight to provide coaching and advice to support capability buildcan have on business operations

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 Personal Statement (500 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
- Changing and improving
- Communicating and Influencing

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 experience 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