

Salary:

£48,353 to £62,508 (National) depending on skills and experience

£58,130 to £67,943 (London) depending on skills and experience

Contract type: Permanent

Grade: MoJ Band Ab

Number of open roles: 1

Location: National with some travel to the team in Sheffield when appropriate

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

Working pattern: flexible working, full time, part time

Interview location: Remote

Introduction

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

Digital Delivery Managers at MoJ work on exciting products in support of services that improve lives. It is an opportunity to work with committed and talented product, user researchers, developers, designers, analysts, agile, and content specialists who share a vision for making better government through the smarter use of technology.

The products we work on include:

- software for the public, like '[Visit someone in prison](#)', to improve access to justice and help deliver a modern courts and justice system
- software for internal users, like [our intranet](#), to transform our department and improve the working lives of 70,000 staff
- platforms and APIs to help build our software like our [Cloud Platform](#) to make how our product development simpler and smarter

The team

You will join the Security, Order & Counter Terrorism (SOCT) team during an exciting period of transformation of digital security services. You'll be working closely with the Service Owner and other delivery managers to deliver impactful products and services within the security portfolio.

The role

We're looking for individuals with strong digital delivery background, who likes working in a delivery focused, agile environment with multidisciplinary teams. You also contribute to [our Agile Delivery community](#) and share your skills and experiences with others across the MOJ, and across government.

A senior delivery manager is accountable for effective delivery of complex, high-risk products and services. You'll have strong interpersonal and communication skills and able to engage senior stakeholders. You'll have depth and breadth of experience across a range of products and

services, throughout the entire lifecycle, and have greater responsibility and accountability as the main point of escalation. You'll be a coach and mentor to other delivery managers.

You will:

- coach and lead teams in Agile and Lean practices as a recognised expert who advocates these approaches, continuously reflecting and encouraging the team to work in new ways and always innovating
- mediate and mend relationships, communicating with stakeholders at all levels to manage expectations and facilitate discussions across high risk and complexity or under constrained timescales.
- represent the community to large audiences inside and outside of government
- optimise the delivery flow of teams, able to actively address the most complicated risks, issues and dependencies, including where ownership exists outside the team, or no clear ownership exists, and identify innovative ways to unblock issues
- identify and challenge organisational processes of increasing complexity and coach the organisation to inspect and adapt processes through implementation of a new process
- lead a continual planning process in a very complex environment, be able to plan beyond product delivery, identify dependencies in plans across services and coordinate delivery.
- coach other teams as the central point of expertise and accelerate the teams development cycle
- identify problems or issues in the team dynamic and rectify them through Agile health-checks with the team and provoke the right responses, engage in varying types of feedback choosing the right type at the appropriate time and ensuring the discussion and decision sticks.
- be an active part of the broader delivery management community, receiving and providing coaching and mentoring with your professional colleagues and taking part in informal support networks with peers.

You'll have

- deep knowledge of, and lead on, a range of Agile and Lean tools and techniques, with an ability to coach within and outside of the team, represent and be an advocate for these tools and techniques, be innovative and ensure you keep up to date with the latest trends.
- experience of establishing the feedback loop for teams and has responsibility for the translation and measurement of value (what you put in and what you will get out) and how this relates to practical government objectives and the user needs.
- situational awareness of what each other is working on and ability to ensure that working practices are iterated to achieve effective delivery
- ability to communicate effectively across organisational, technical and political boundaries, understanding the context. Able to advocate and communicate what a team does to create trust and authenticity. Can successfully react and respond to challenge.
- expertise in solving issues and unblock problems, drives teams and set the pace, ensuring teams are working towards delivery commitments.
- ability to engage in elements of risk management such as effectively managing and tracking the mitigation of risks.
- proven track record of managing various dependencies across teams, departments and government as a whole.

- demonstrable ability focus on the outcome, challenge and improve disproportionate organisational processes where it impacts the pace of the team.
- ability to identify what works best for the team and when to utilise certain processes, understand that all steps in a process must add value, ability to influence and make positive changes to the organisation.
- a continuous approach to planning, forecasting, estimating, managing uncertainty, metrics and measurements, contingency planning and road mapping,
- ability to communicate the plan, planning assumptions and progress to a range of stakeholders, maintaining the cadence of delivery and manage the relationships between different people within and across teams
- ability to build successful delivery teams and understand team styles and how people work together, maintain, influence and motivate a team, give and receive feedback, facilitating the feedback loop.
- experience in ensuring the health of the team and can facilitate conflict resolution, accelerating team performance, the team is transparent and that the work is understood externally, create an open and collaborative environment to work in, be flexible, adaptable and have a willingness to learn, recognise how people best work together, facilitating the best team makeup depending on the situation.
- ability to help teams maintain a focus on delivery whilst being aware of the importance of professional development.

In the Civil Service, we use [Success Profiles](#), a flexible framework, to assess candidates against a range of elements using a variety of selection methods, therefore giving you the opportunity to demonstrate the various elements required to be successful in the role.

At the interview we will be assessing your technical/specialist skills and experience, testing your ability through relevant assessments and asking you questions around the behaviours we require to be successful in this role. The behaviours we assess are:

- Leadership
- Communicating and influencing
- Working together
- Developing self and others
- Making effective decisions
- Delivering at pace
- Seeing the big picture
- Changing and improving
- Managing a quality service

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

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 as well as behaviours outlined.

At the Interview we will ask open-ended questions to which they are seeking answers/evidence of essential, previous skills, experience and behaviours in order to guide their hiring decision.
Note: due to the volume of applications we receive we are unable to provide feedback after the CV review (sift) stage.

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.

Benefits:

- Flexible working options - working from home or remotely, working part-time, job sharing, or working compressed hours, we have people doing it and are happy to discuss further
- 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.
- 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, eye-care vouchers etc..

Things you need to know

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 current Civil Servants: 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 non Civil servant 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 restrictions 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.