

Problem & Continual Service Improvement Lead

Salary: Up to £53k National / £62k London depending on skills and experience

Contract type: Permanent

Grade: MoJ Band A

Number of roles: 1

Location: London & National, regular visits to London required

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

Working pattern: flexible working, full time, part time

Interview location: 10 South Colonnade, Canary Wharf, London.

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, tip-top kit 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.

The function

The Ministry of Justice (MoJ), Digital and Technology (D&T) team is made up of around 900 digital and technology specialists, located throughout the UK. We support the 100,000 staff working within the Ministry of Justice (M

We support user-centred D&T services for the justice system: services that make a real difference to our staff, members of the public and their families who use them. Millions of people every year interact with our services, and Digital & Technology play an important role in improving access to justice and making that experience much easier and less distressing

To find out more about us please visit our [blog](#).

The role

We're looking for a talented and tenacious person to join our Core Operations teams in Canary Wharf, London to take the lead in delivering world-class services in the justice system. We use cutting-edge technology and tools to make rapid but meaningful improvements to public services that live up to the unique challenges of MOJ's responsibility to society.

The Problem and Continual Improvement Lead will possess a passion for solving technical problems and take pride in knowing that contributes to improving the quality of service our users rely on. Your primary responsibility will be to lead a team of Problem Managers to track problems and identify areas of opportunity to improve the quality of product and service by

applying preventative measures. You will be passionate about leading, problem solving and delivering quality services to our users and the public.

As the Lead you will develop excellent working relationships with multiple internal and external teams. Empower the team to ensure there is timely identification and closure of problems, root cause is found in a timely manner and prevention is in place so the problem does not re-occur.

Your main responsibilities include:

- Leading a small team of Problem Managers
- Promoting correct use of the Problem and Continual Improvement processes.
- Coordinating and leading Problem Management activities ensuring root cause and prevention is identified at the earliest.
- Proactively detecting and preventing future problems/incidents and initiate the Problem Management process to allow quicker prioritisation, diagnosis and resolution.
- Providing statistics, KPI and trend reports for use in the problem management process.
- Identifying problems through review and focus on optimising processes and services, through trend analysis and continual service improvement plans
- Coordinate and facilitate problem and technical review meetings.
- Ensuring problem management information reflects accurately known errors.
- Identifying and raise risks and issues where needed.
- Create and or provide business cases to support problem resolution where needed.
- Building collaborative relationships with technology and business stakeholders.
- Delivering effective communication of Problem and Continual Service Improvement ensuring appropriate management and business stakeholders are kept up to date as required

You'll have essential skills in:

- Proactively identifying and owning problems, using analytical skills to provide the appropriate solution and puts in place preventative measures, taking full accountability for actions taken and decisions made.
- The ability to manage and request changes, due to incidents or problems. To provide effective control and reduction of risk to security, performance and availability. Ensures compliance of the business services impacted by the change. Develops experience in the use of key change management tools and processes.
- Using analysis to construct successful outcomes. To provide compelling business cases in pursuit of budget, in order to address root causes of problems.
- Contributing to the work of the community actively networking with others and engaging
- initiative to identify problems or issues and rectify them. Working the team to provoke the right responses. Building success, and ensuring they come together to deliver an exceptional IT service, maintaining focus on delivery, getting the best out of underlying services and also being aware of the importance of professional development.
- In-depth Understanding of Service Management Framework principles and processes, and can apply technical knowledge in all activities.
- User-focused approach, ensuring always that IT services meet those needs, in a continual cycle of service improvement. Engaging in meaningful interactions and relationships with users putting our users at the very peak of competing priorities.

and desirable skills in:

- Understands core technical concepts related to the role and is able to apply them with guidance.
- Stays abreast of industry developments to make cost effective use of new and emerging tools and technologies.
- Identifies and explores opportunities for service and business improvement. Drives the analysis, identification, prioritisation and implementation of improvements and efficiencies, thereby ensuring that the organisation derives maximum value from services. This includes recognising the potential for automation of processes, determining costs and benefits of new approaches and managing change or assisting implementation where needed.
- Able to analyse current processes, identify and implement opportunities to optimise processes and leads and develops a team of experts to deliver service improvements. Helps to evaluate and establish requirements for the implementation of changes by setting policy and standards.
- Experience of working with Service Now with ability to lead and deliver improvement and maturity of processes and tooling

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.

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.

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.

You'll also get:

- Flexible working options such as 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. No promises you'll be invited to her party, though
- 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, childcare vouchers, and eye-care vouchers.

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 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 in the job advert. If invited to an interview we will send you a detailed Job description to help you prepare for your interviews.

We conduct competency based interviews which means the interviewers will ask open-ended questions to which they are seeking answers/evidence of essential, previous experience in order to guide their hiring decision. Some roles may also require us to use assessments as part of the interview process.

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.

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 Civil Servants only: 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 all 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 restriction 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.