

Salary: £35,638 to £42,766 depending on experience

Contract type: Permanent

Grade: B

Number of open roles: 1

Location: Birmingham & Nottingham

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

Working pattern: flexible working, full time

Closing date for applications: 05/02/2021

Interview location: Video call

Job Description

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 a tip-top kit, 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.

We welcome and encourage applications from everyone, including groups currently underrepresented in our workforce and pride ourselves as being an employer of choice. To find out more about how we champion diversity and inclusion in the workplace, visit:

<https://www.gov.uk/government/organisations/ministry-of-justice/about/equality-and-diversity>

This position is available for external applicants as well as existing civil servants on level transfer or promotion. New recruits to the Civil Service joining MoJ are expected to join at the band minimum. For an exceptional applicant and under exceptional circumstances, managers have discretion to set starting salaries above the pay range minimum. For existing civil servants, whilst the role itself is time limited, successful appointment on promotion will secure this grade on a substantive basis.

Background

The Office of the Public Guardian (OPG) is looking for a content designer to join their digital team. You'll work on digital services that help people plan for their future, and that support people who have to make important decisions for others.

As a content designer, you'll be a key part of a multidisciplinary agile team. You'll work alongside developers, interactive designers, user researchers and others to build high quality digital services.

You'll design, write and iterate clear content that meets user needs. You'll own the content and its quality throughout the user journey, and be comfortable using evidence, data and research to back up your decisions.

You'll be joining a growing community of content designers within the wider Ministry of Justice (MOJ).

Key responsibilities

- Designing and writing content to help digital services meet user needs, and that supports the end-to-end user journey (both on and offline)
- Monitoring and iteratively improving content based on user feedback, research and data
- Working effectively with subject matter experts, stakeholders and partners to deliver clear, relevant content
- Ensuring content is user-focused, accurate, accessible, optimised, and is in line with government style guides and design patterns
- Working with colleagues to understand user behaviours and data patterns to improve service performance
- Ensuring appropriate policy and legal fact checking of content, as well as timely production and publishing
- Taking an overall perspective on business issues, wider implications and long-term impact, and how content can help solve challenges
- Supporting and participating in the wider content community. For example, through peer reviews and sharing knowledge
- Promoting user-focused content design across the MOJ and cross-government groups
- Contributing to and using the style guides and design patterns

Required skills

Essential

- Track record of writing clear, accessible content to meet user needs for digital services or websites
- Skilled at writing for different topics, audiences, purposes, styles and formats. Able to write to a style guide
- Adept at designing and iterating simple, clear content to communicate complex issues
- Using evidence to inform content decisions and propose new ideas
- Strong editing skills and an eye for detail

- Confident communicator - able to persuade, negotiate, influence and network. Able to build relationships with and influence stakeholders
- Experience working collaboratively in fast-paced, multidisciplinary teams
- Able to consider the impact of content decisions on business processes and the wider end-to-end user journey

Desirable

- Knowledge of agile ways of working and user-centred content design principles
- Experience designing and developing workable content prototypes
- Ability to get to the heart of an issue quickly and clearly, demonstrating expert knowledge in an applied setting
- Good presentation skills

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 experience, outlined in the above role description, testing your ability through relevant assessments and asking you questions to assess behaviours and strengths. For this role, the behaviours required are:

- Communicating and influencing
- Working together
- Changing and improving
- Seeing the bigger picture

Throughout the process we will assess your technical specialist skills and experience on the above requirements as well as competencies you will find on the job description.

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 like working from home 1-2 days a week, 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 statement of suitability (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 in the job advert and job description.

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.

Please note that due to the volume of applications we receive we are unable to provide feedback after the CV review (sift) stage.

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 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

