**Job Title:** Service Request Process Manager

**Salary:** £24,436 - £30,324 (London); £21,170 - £25,350 (National)

**Contract type:** Permanent/Fixed-Term

**Grade:** MoJ Band D

**Number of open roles:** 1

**Location:** National/London Some Travel to London Required

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

**Working pattern:** Full time/Part-Time/Flexible

**Closing date for applications**: 5th July 2020

**Interviews:** 16th July

**Introduction**

These are exciting times at [MOJ Digital and Technology](https://mojdigital.blog.gov.uk/). 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.

**The Role**

We are looking for a highly motivated and organised person to join our Request for Service Team.

As a Service Request Process Manager, you will be responsible for processing and managing the lifecycle of service requests from across portfolios such as MoJ HQ, LAA, HMPPS, HMCTS

You will contribute to the development and delivery of a high-quality request for service process.

The ability to work independently with minimal supervision and to build and maintain effective relationships with a variety of Stakeholders, both internal and external, will be essential.

**Main Responsibilities**

Key activities of the Service Request Process Manager:

* Process Requests for Service and manage each request through the appropriate stages of its lifecycle until closure.
* Ensure review of suppliers’ proposals by the appropriate Subject Matter Experts.
* Ensure tracking tools and documents are kept up to date with progress through each request’s lifecycle.
* Work collaboratively with internal stakeholders and assigned suppliers to drive business outcomes.
* Chair regular meetings with assigned suppliers and represent the views of MoJ Digital and Technology, identifying risks in order to make decisions that take account of wider context.
* Contributes to creation of documentation to support RFS Management
* Contribute to improvements to the RFS stakeholder experience by identifying and reporting process hurdles or stakeholder feedback which can be discussed in Governance forums.

We’re looking for an individual with strong interpersonal skills who likes working with delivery focused and agile multidisciplinary teams. You will also contribute to the wider community and share your skills and experiences with others across the MOJ and across the wider Government, as required.

**Essential**

* You can communicate effectively both verbally and in writing.
* You enjoy working with a range of key stakeholders and build effective working relationships both inside and outside of the organisation. You are highly organised and able to motivate yourself.

Desirable Skills:

* Good Keyboard and IT Skills including proficiency in MS Office Word and Excel

Behaviours

You must be able to demonstrate the following Behaviours during the assessment process:

* Delivering at Pace
* Making Effective Decisions
* Working Together
* Managing a Quality Service

**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](https://www.civilservicepensionscheme.org.uk/members/are-you-thinking-of-joining-the-civil-service/) 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 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. 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.

**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](https://www.gov.uk/government/publications/national-security-vetting-advice-for-people-who-are-being-vetted).

Candidates will be subject to [UK immigration](https://www.gov.uk/browse/visas-immigration/work-visas/) requirements as well as [Civil Service nationality rules](https://www.gov.uk/government/publications/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](http://thecommonwealth.org/member-countries) and [European Economic Area (EEA)](https://www.gov.uk/eu-eea) and certain non EEA nationals. Further information on whether you are able to apply is available [here](https://www.gov.uk/government/publications/nationality-rules).

**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](http://civilservicecommission.independent.gov.uk/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](http://civilservicecommission.independent.gov.uk/wp-content/uploads/2015/05/RECRUITMENT-PRINCIPLES-FINAL.pdf).

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’](https://www.gov.uk/government/publications/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 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.