

Salary:

£35,638 to £50,889 (National) depending on skills and experience

£42,319 to £52,889 (London) depending on skills and experience

Contract type: Permanent

Grade: Bc

Number of open roles: 3

Base Location: London / Sheffield

Currently home-working, with the expectation that in the future there will be some travel to our London or Sheffield office as well as some national travel for research (subject to Covid-19 travel and office opening guidelines).

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

Working pattern: Flexible working, Full time, Part time

Closing date for applications: 25th January 2021

Interviews: w/c 15th February 2021

Interview location: Remote

Recruitment open evening (Remote): 19th January 2021 from 5:30pm - 6:30pm

Opportunity to learn about the type of work we do at MoJ and a chance to ask some of the design team members questions. [Sign up](#) to find out more

<https://www.eventbrite.co.uk/e/ministry-of-justice-hmpps-design-recruitment-open-evening-tickets-133357663361>

Introduction

These are exciting times at [MOJ Digital and Technology](#). We have a clear vision - to develop a digitally-enabled justice system that's better and simpler for everyone. We're looking for talented people who are passionate about this mission and ready for the challenge.

You'll be welcomed into a thriving design community and into multidisciplinary teams, alongside user researchers, business analysts, product owners, delivery managers and developers to deliver world-class, user-centred services.

As well as doing great work, we're creating a place that's great to work in. We offer brilliant training opportunities, excellent 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 role

Your job will be to design accessible and impactful services and products for prison and probation. You could be designing a sophisticated case management system for probation staff or designing tools and services that help people in prison prepare for life after release.

Responsibilities

- Analyse & interpret user needs and business objectives in highly complex service areas
- Develop design concepts and service blueprints that help reimagine how services can be delivered end-to-end and front-to-back - taking into account operational, policy and digital components.
- Facilitate design workshops with the team, senior stakeholders and users

- Rapidly design and test digital and operational prototypes with users, and support live teams to continue to iterate their service models.
- Contribute to developing best practice through our Design Community of Practice

Skills and Experience

Essential:

- You have a strong grounding in user-centred design, from concept to final delivery. You know which tools, process or methods to use and how to bring a delivery team along with you.
- You can listen to the needs of technical and business stakeholders, and interpret them in a way that is clear for both audiences. You know how to manage stakeholder expectations and navigate difficult discussions.
- You know what good public services look like end-to-end and back-to-front - taking into account operational, policy and digital components. You know how to design in an inclusive, accessible way to meet the needs of users.
- You create high-quality, compelling design concepts and artefacts such as service maps, models and blueprints.
- You are experienced in paper and digital prototyping. You understand the way the internet works and are responsive to changes in technology, adapting your concepts and approach accordingly
- You are a strong team player who knows how to work with and get the best out of a team. You are a strong facilitator, and know how to get the best out of people through workshops and collaborative sessions.

Desirable:

- You have experience working in government
- You can confidently work with developers and understand security, accessibility, version control and hosting.
- You have experience designing in technical environments

What to expect from our application process

Candidates **MUST** submit the following:

- A current and relevant CV
- A Cover letter (1 page max) outlining why you are interested in the role and how you meet the essential skills and experience required
- Desirable: A portfolio showing your relevant work (if you don't have a portfolio online, please upload it to Google Drive and include a link to it in your CV)

Through shortlisting applications and at interview we will be assessing how you meet the skills and experience outlined in the job description. We are especially looking for people who exhibit the below core civil service behaviours for this role:

- Communicating and influencing
- Working together

- Seeing the big picture

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.

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

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Salary and working arrangements

If successful, the salary we offer you will be within the advertised range, based on the skills & experience demonstrated at interview and based on MoJ policy and pay progression rules.

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 leave (plus bank holidays) and 1 privilege day usually taken around the Queen's birthday. 5 additional days of leave once you have reached 5 years of service.
- 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.

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.