**Role title:** Head of Tooling

**Grade:** Band A

**Location:** London

**JD&T Function:**Customer Services, Technology Services

**Reports to:** Head of Customer Services

**Employment Type:** Permanent

***About MoJ Digital and Technology***

These are exciting times at [MOJ Digital & Technology (D&T).](https://mojdigital.blog.gov.uk/) We have a clear vision - to develop a digitally-enabled justice system that is simpler for users - and we’re looking for talented people to help us reach it.

We are a division of about 900 digital and technology specialists, located throughout the UK. 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.

***The Tooling Team***

The Tooling team is a function within Customer Services.

Tooling either directly or indirectly enhances the end users experience of IT support and enables D&T/CTS to deliver this in a controlled, integrated and flexible framework and is the single point of engagement for evaluating future tooling requirements.

This team is responsible currently for the ITSM tooling provision but will in the future be responsible for many other strategic business tools.

**About the role**

This Band A role reports to Head of Customer Service.

The Head of Tooling is responsible for managing a team who provides tooling support activities. The role will act as the single point of contact within Customer Services for all tooling, architecture, evaluation and integration initially for ITSM tooling but other tooling as it is identified in the future.

They will be a technical expert in all tooling types and methodologies and work closely with other members of the SMT and other departments to ensure a consistent approach to tooling in the future.

**Key Responsibilities**

The Head of Tooling will be responsible for the following:

* Lead and develop the tooling team and manage support providers
* Define and implement Tooling strategy and roadmap in collaboration with senior stakeholders
* Management of the Tooling resources and managed service providers to ensure the toolset is optimised, managed in line with business requirements
* Focal point for all tooling, architecture, evaluation and integration for Tooling
* Provides a single point of technical reference for evaluation and delivery of new Toolset initiatives
* Create a framework for new tooling selection processes
* Integrates third party technology where appropriate
* Create and maintaining the current tooling architecture, strategy and roadmaps for tooling
* Management and development of toolsets currently used to support the MOJ, excluding the supplier tools
* Understanding the adopting best practice for tooling, including architecture, where appropriate

**Operate**

* Design and implement KPIs, and possibly other MI, that effectively measure and monitor the performance of the area
* Take full ownership of budgets for the area, effectively ensuring services are delivered within the agreed budget and provide value for money. Making sure that activities are prioritised and risks, of not investing in activities, are fully understood and articulated
* Be part of the Customer Services Senior Management Team
* Contribute and challenge ideas in a constructive and progressive manner, enable success of your peers and the wider organisation

**Transform**

* Provide tooling guidance and contribute towards development of the Customer Services Strategy
* Active participation in creating and developing the Customer Services offering to the organisation, working with your team, other Justice Digital and Technology functions, and third parties to deliver an excellent experience to MoJ users
* Responsibility for designing and implementing ways of working for your team, so that a collaborative and integrated end to end service can be delivered to the end user. Communicate how your area works with other SMT areas and wider teams (CTS, D&T and beyond)
* Identify opportunities to add value and innovate the Customer Services that either improve the end user experience or create cost savings for the organisation

**People**

* Responsible for diversity and inclusion in your area as per MOJ Equality and Inclusion guidelines: <https://www.gov.uk/government/organisations/ministry-of-justice/about/equality-and-diversity>
* Develop and embed a culture of Professions in line with the arrangements in JD&T (e.g. communities of practice, career pathways etc.) in the Customer Services Area and work with other Profession Leads that cross into Customer Services
* Highly engaged teams (DSS) – Employee engagement essential
* Responsible for inspiring highly engaged teams which are focused on delivering high quality end user services
* Good performance management
* Deal with poor performance and behaviours fairly, and swiftly
* Retain talent, succession planning
* Grow team capability
* Reward outstanding performance

**Capabilities**

[Capabilities](https://www.gov.uk/government/publications/content-designer-skills-they-need/content-designer-skills-they-need) are the knowledge and skills required to do a certain job or task.

***Essential:***

* **Technical Skillset -** Ability to design and build a strategic vision for the delivery of a strategic enterprise wide toolset and manage a team of tooling specialists focussed on the successful delivery of a well-designed tooling strategy
* **Customer Service Management** - Manages customer service functions, including responding to issue reports, information requests, access. Uses results of customer satisfaction measurements to improve services and has successful relationships with customers.
* **Ownership and initiative -** Takes ownership of problems and proactively resolves technical problems, ensuring that technical solutions continue to meet business requirements. Takes full accountability for actions taken and decisions made.
* **Problem management -** Understands and identifies problems, analysing and helping to identify the appropriate solution.
* **Service focus -** Maintains focus on the whole life of service delivery - designs, develops, delivers and operates. Ensures that a set of IT products, suppliers and vendors come together to deliver an IT service.
* **Service reporting -** Takes management information and consolidates agreed key performance indicators into product or service measures that underpin service management of a specific product or service.
* **Understanding of service management framework -** Has an in-depth understanding of service management principles, processes, methodology.
* **User focus -** Understands users and can identify who they are and what their needs are based on evidence..

***Desirable:***

* **Tooling Knowledge** -Has practical in-depth understanding of ServiceNow’s Out Of the Box and potential capabilities across all applications. Also has good awareness of other technology products and platforms i.e. Automation, Monitoring and Management.
* **Broad technical understanding** - This specific knowledge underpins an individual’s ability to deliver the responsibilities and tasks for their role.
* **Continual service improvement** - Identifies and explores opportunities for service and business improvement.

In the Civil Service, we use [Success Profiles](https://www.gov.uk/government/publications/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. Our behaviours are:

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