

Salary:

£58,130 to £67,943 (London) depending on skills and experience

Contract type: Permanent

Grade: MoJ Band Ab

Number of open roles: 1

Location: London (Canary Wharf / Petty France)

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

Working pattern: flexible working, full time, part time

Interview location: Remote

Closing Date: 1st December 2020

Introduction

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 top-notch 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.

Delivery Managers at MOJ work on exciting products in support of services that improve lives. It is an opportunity to work with committed and talented product, user researchers, developers, designers, analysts, agile, and content specialists who share a vision for making better government through the smarter use of technology.

The team

We're looking for talented and tenacious people to join our Portfolio and Controls team, as part of the newly forming Delivery Unit. We are looking to attract candidates who have a proven background in leading digital and/or technology delivery and are passionate about delivering positive outcomes for our users.

We're recruiting a Senior Delivery Manager to join the Strategy & Operations team at the Ministry of Justice Digital and Technology.

Some of the exciting areas the Delivery Unit has worked on:

- Supporting the delivery of priorities for the D&T People Team
- Business case development for high value, high priority projects
- Developing Spending Review bids
- Developing a strategic view of our contract activities
- Contract and commercial engagements with agencies
- Governance Reviews
- D&T COVID response

The role

We're looking for an individual with strong interpersonal skills who likes working in a delivery focused agile environment. This role is not a typical digital delivery role. The priorities and areas of work include work across D&T and on occasion supporting specific digital and/or technology teams.

You also drive [our Agile Delivery community](#) and share your skills and experiences with others across the MOJ, and across government.

A Senior Delivery Manager is accountable for effective delivery of complex, high-risk products and services. They have strong communication skills and engage senior stakeholders.

The role is similar to a delivery manager role, but senior delivery managers have more experience across a range of products and services, throughout the entire lifecycle, and have greater responsibility and accountability as the main point of escalation. They coach and mentor delivery managers.

Key Responsibilities:

- Delivery of multiple change activities and encouraging positive behavioural change from a senior level, leading senior stakeholder engagement and driving delivery using lean and agile methodologies.
- Lead a continual planning process in a very complex environment, be able to plan beyond product delivery, identify dependencies in plans across services and coordinate delivery.
- Coach and lead teams in Agile and Lean practices as a recognised expert who advocates these approaches, continuously reflecting and encouraging the team to work in new ways and always innovating
- Mediate and mend relationships, communicating with stakeholders at all levels to manage expectations and facilitate discussions across high risk and complexity or under constrained timescales.
- Represent the community to large audiences inside and outside of government
- Optimise the delivery flow of teams, able to actively address the most complicated risks, issues and dependencies, including where ownership exists outside the team, or no clear ownership exists, and identify innovative ways to unblock issues
- Identify and challenge organisational processes of increasing complexity and coach the organisation to inspect and adapt processes through implementation of a new process
- Coach other teams as the central point of expertise and accelerate the teams development cycle
- Identify problems or issues in the team dynamic and rectify them through Agile health-checks with the team and provoke the right responses, engage in varying types of feedback choosing the right type at the appropriate time and ensuring the discussion and decision sticks.
- Be an active part of the broader delivery management community, receiving and providing coaching and mentoring with your

professional colleagues and taking part in informal support networks with peers.

Essential Criteria:

Agile and Lean Practices

- Deep knowledge of, and lead on, a range of Agile and Lean tools and techniques, with an ability to coach within and outside of the team, represent and be an advocate for these tools and techniques, be innovative and ensure you keep up to date with the latest trends.
- Situational awareness of what each other is working on and ability to ensure that working practices are iterated to achieve effective delivery.

Communicating between the technical and non-technical

- Ability to communicate effectively across organisational, technical and political boundaries, understanding the context. Able to advocate and communicate what a team does to create trust and authenticity. Can successfully react and respond to challenges.

Maintaining delivery momentum

- Expertise in solving issues and unblocking problems, drives teams and sets the pace, ensuring teams are working towards delivery commitments.
- Proven track record of managing various dependencies across teams, departments or government as a whole.

Making the process work

- Demonstrable ability to focus on the outcome, challenge and improve disproportionate organisational processes where it impacts the pace of the team.

Planning

- A continuous approach to planning, forecasting, estimating, managing uncertainty, metrics and measurements, contingency planning and road mapping.

Life-cycle perspective

- You can recognise the appropriate deliverables and the right people to meet these. You are able to work with other agile delivery operations throughout the product life cycle. You can plan and engage with the appropriate stakeholders at a particular stage in the project.

Desirable Criteria:

Team dynamics and collaboration

- Experience in ensuring the health of the team and can facilitate conflict resolution, accelerating team performance, the team is transparent and that the work is understood externally, create an open and collaborative environment to work in, be flexible, adaptable and have a willingness to learn, recognise how people best work together, facilitating the best team makeup depending on the situation.
- Ability to help teams maintain a focus on delivery whilst being aware of the importance of professional development.

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 skills and experience, testing your ability through relevant assessments and asking you questions around the behaviours we require to be successful in this role. The [behaviours](#) we assess are:

- Leadership
- Communicating and influencing
- Delivering at pace
- Managing a quality service
- Seeing the bigger picture
- Changing and improving

Throughout the process we will assess your technical specialist skills and experience on the above requirements. Further information on the specialists skills can be found at the Digital, Data and Technology (DDaT) framework for the senior level role of the Delivery Manager found on this [link](#).

Your application during Coronavirus (COVID-19)

During these unprecedented times we remain committed to supporting citizens, enabling them to access government information and services they need. We're closely monitoring the situation and will be following central government advice as it is issued. Therefore, this role may be subject to change at short notice. If your application is successful you may be invited to attend a video interview. You can keep up to date with your application through your emails.

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.

Selection process details

Candidates must submit

- a current and relevant CV (mandatory)
- a cover letter (1 page max) outlining why you are interested in the role and how you meet the essential skills and experience required.

Throughout the process we will be testing your suitability against the essential and desirable criteria outlined above.

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 skills and experience as well as behaviours outlined.

At the Interview we will ask open-ended questions to which they are seeking answers/evidence of essential, previous skills, experience and behaviours in order to guide their hiring decision. Note: due to the volume of applications we receive we are unable to provide feedback after the CV review (sift) stage.

Salary and working arrangements

New entrants to the Civil Service are expected to join at the relevant band minimum. In exceptional circumstances a higher salary or recruitment and retention allowance may be offered.

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 10% or moved to the minimum of the relevant MoJ grade, whichever is the greater.

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.

Benefits:

- 37 hours/week and flexible working options - working from home or remotely, working part-time, job sharing, or working compressed hours.
- Lots of training and development opportunities
- £1000 of learning and development spend per year
- A [civil service pension](#) with employer contributions of 26-30% depending on salary.
- 25 days annual leave, which increases 1 day per year up to maximum of 30 days (plus bank holidays), and an extra day off for the Queen's birthday.
- 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.
- 5 days volunteering paid leave.
- Free membership to BCS, the Chartered Institute for IT.

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. Civil Servant Applicants should be aware there may be an opportunity for you to be transferred on a permanent basis if this role has been advertised as a fixed term appointment.

Note for non Civil Servants: To apply you must meet the Eligibility requirements outlined on <https://www.gov.uk/browse/visas-immigration/work-visas>. You can ONLY apply if you are British, or a National of the EU, EEA or Switzerland. You may be able to apply if you're a national of the Commonwealth or Turkey, or a family member of a EU, EEA or Swiss national. Note: We are unable to sponsor/transfer work permits at this time. Therefore if you are working in the UK on your current employer sponsored 'work permit' you will not be eligible to apply as we cannot transfer work permits at this time. Non Civil Servant Applicants should be aware there may be an opportunity for this post to be converted to permanency if it has been advertised as a fixed term appointment.