

Job Title: Process Analyst

Role Purpose :

This role, reporting to the Change and Continuous Improvement Manager, is responsible for providing the HMCTS process expertise to the analysis and implementation of business change for CTSC. They will work closely with Business Analysts to understand the impact of changes and will focus on the process-based solutions needed by CTSC to deliver an accessible and inclusive service to CTSCs diverse users.

HMCTS is responsible for the administration of courts and tribunals across England and Wales and non-devolved tribunals in Scotland and Northern Ireland for supporting an independent judiciary to administer and improve access to justice. The organisation has a strong emphasis on delivery and a strong customer-focus, with evidence-led performance management key to its operations. HMCTS is embarking on a period of significant change which will see the organisation transform over the next 5 years to deliver a world class justice system. Our vision is to have an efficient and effective courts and tribunals system which enables the rule of law to be upheld, and provides access to justice for all. Our Courts and Tribunal Service Centres (CTSCs) will provide the first point of access for all users of courts and tribunals, ensuring that all cases are dealt with efficiently and effectively, providing a quality service and an outstanding user experience. They will be places where user queries are dealt with fully, cases are progressed in a timely manner and will ultimately provide the administrative backbone of the courts and tribunals system.

Role Specific Details	
Business Area	Strategy & Improvement
Working Pattern	Full Time (Part Time/Job Share to be considered)
Start Date	ASAP
Location (Region, City)	Stoke / Birmingham
Grade	D
Organisation Grade for MOJ	EO
Salary (Starting)	£20,755 / £22,124
Role Type	Customer Services

Our inclusivity commitment: We aim to create an inclusive organisation in which employees from all backgrounds can give their best, are treated fairly and are valued for their contribution. The Civil Service aims to be the UK’s most inclusive employer. HMCTS is proud to offer the guarantee interview scheme (GIS) for candidates with disabilities who meet the minimum selection criteria in support of this aim.



Process Analyst

Job Family Customer Service
Job Sub-Family/Group Customer & Process Improvement
Grade Level Band D (EO)



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Key Accountabilities

- Provide HMCTS business and process knowledge and expertise to Change and Continuous Improvement initiatives, ensuring they are aligned with other processes and structures so that CTSC continuous to deliver a consistent and effective service that meets users needs.
- Use multi-system generated data to understand and investigate where processes are not working and liaise with Business analysts and Delivery/implementation Managers and process Change managers to resolve issues and/or develop solutions
- Liaise with Continuous Improvement, Quality Assurance and Change Management to provide, share and use insight to inform better quality management information to ensure process changes are accurate, effective and understood by teams who will be implementing or operating them.
- Utilise multi-system generated data, user and staff feedback to create management information to support and improve performance across all CTSCs
- Work closely with team mangers to provide them the information and data needed to help them manage the performance and well-being of staff members more effectively
- Clearly elicit user MI requirements and produce appropriate MI reports to meet those needs

Knowledge, Skills and Experience

- Knowledge of HMCTS processes to be able to understand where issues have arisen or are likely to arise or willingness to learn
- Data wrangling, analysis and presentation to be able to understand the root causes of issues and to inform potential solutions.
- Benchmarking and trend analysis experience
- Expert use of IT systems and software
- Knowledge of Data Protection legislation and techniques in anonymising data to ensure the integrity of data informing business changes
- Statistical analysis for performance management and improvement

Key Relationships / Contacts

This role will communicate with operations and analyst teams to understand the impact of changes on HMCTS and CTSC processes and work with Operations management and Change & Continuous Improvement analyst on the implementation of new and amended processes. The role will be required to provide information and data and on occasion to persuade and influence at senior levels. They are responsible for maintaining relationships and cooperation with CTSC Management , and users of the CTSC data/MI,

CTSC & Courts and Tribunals Centre Management discussions to understand and implement changes affecting process and alignment between tiers if necessary.

Strengths

Analytical Improver Enabler
Emotionally Intelligent

Complexity Descriptors

Problem solving

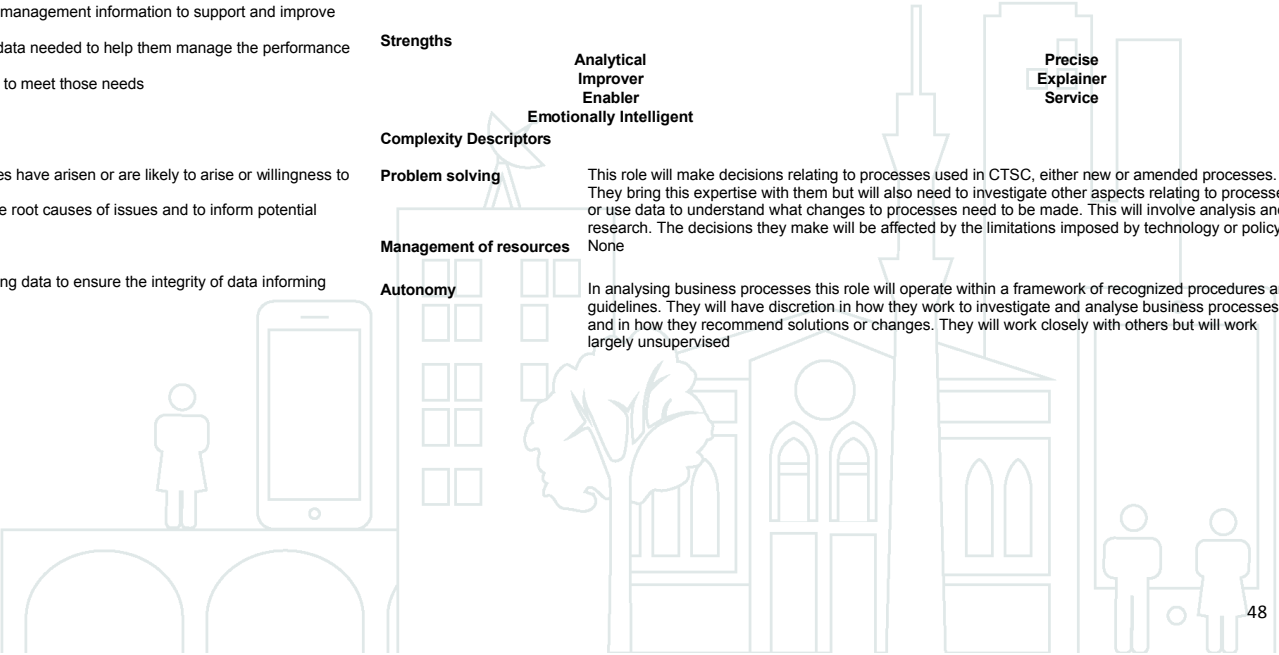
This role will make decisions relating to processes used in CTSC, either new or amended processes. They bring this expertise with them but will also need to investigate other aspects relating to processes or use data to understand what changes to processes need to be made. This will involve analysis and research. The decisions they make will be affected by the limitations imposed by technology or policy

Management of resources

None

Autonomy

In analysing business processes this role will operate within a framework of recognized procedures and guidelines. They will have discretion in how they work to investigate and analyse business processes and in how they recommend solutions or changes. They will work closely with others but will work largely unsupervised





Reference number	Role Profile ID	
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The key behaviours for the role are:

- Managing a quality service
- Making effective decisions
- Delivering at pace
- Change & improvement

Further information and guidance can be found in your candidate pack.



Apprenticeships: At HMCTS we are committed to developing our people. If you are successful in securing this role you may also be given the fantastic opportunity to complete an apprenticeship and gain a nationally recognised qualification whilst being paid, at no cost to yourself.

Location: These roles will initially be based in Stoke or Birmingham, but consideration will be given to move a role to another CTSC location at a later date, as the network expands and more CTSCs are opened.

Hours of work: CTSCs will operate between the hours of 8am-8pm Monday to Friday and 8am-2pm on Saturdays. Working hours will be agreed at the point of offer for successful candidates.

