

Job title	Head of Information Communications and Technology (ICT)
Number of Roles to be advertised	1
Directorate/Business Unit/Team	Information Communications and Technology Team, Business Intelligence and Insights Directorate
Grade	G7
Role Type:	ICT, Leadership
Salary band	National: £51,767-£59,590 London: £55,720-£64,135 <i>New entrants are normally expected to join on the minimum of the pay band</i>
Responsible to	Director of Business Intelligence & Insights
Base/location	YJB is National by Default. National (North East, North West, Yorkshire and the Humber, Midlands, East Midlands, East of England, London, South East, South West, Wales) YJB Roles are contractually based at the nearest MoJ Collaboration or Satellite

	Centre but YJB staff work flexibly, including from their homes.
FTE/hours (Full-Time/Part-time/Flexible Working)	Full-time – 37 hours
Job type (i.e., fixed term/permanent/loan/secondment)	Permanent
Duration of appointment – months. (for fixed term, secondment, loan etc)	N/A
Security Clearance Required	Baseline (BPSS) Checks

Who are we?

The Youth Justice Board for England and Wales (YJB) is the public body which advises Ministers, including the Secretary of State for Justice on the youth justice system. Our ambition is to see a Child First youth justice system. A system which looks to children's' strengths and supports children to become the best version of themselves. To this effect we engage with a wide variety of organisations, partners and parties with an interest in youth justice; we share good practice, champion improvement and issue grants.

Our Vision

Working to ensure a youth justice system that sees children as children, treats them fairly and helps them to build on their strengths so they can make a constructive contribution to society. This will prevent offending and create safer communities with fewer victims.

Aims of the Youth Justice System

Prevention of offending by children and young people:

- To reduce the number of children in the youth justice system
- To reduce reoffending by children in the youth justice system
- To improve the safety and wellbeing of children in the youth justice system
- To improve outcomes of children in the youth justice system

Thinking of joining us?

Our recruitment is based on merit, we welcome applications from all who can commit to our vision and values, we offer considerable flexibility in how you work and expect commitment and flexibility in return. We continue to strive for equity, diversity and inclusion in our culture and our staff group. To this end we very much encourage applications from those people with protected characteristics. Our staff are public servants, eligible for the Civil Service pension scheme and we are accredited by the Civil Service Commission. This

means applications from across Civil Service Departments, their agencies and Arms-Length Bodies are treated as internal applicants. We also welcome applications from those who do not currently work in these bodies or the public sector.

Role purpose:

- The Head of ICT is a strategic leadership role ensuring that the YJB successfully delivers its responsibilities under Section 41 (part 5) of the Crime and Disorder Act 1998. This requires the YJB to provide assistance to local authorities and other persons in connection with information technology systems and equipment used or to be used for the purposes of the operation of the youth justice system and the provision of youth justice services.
- The post holder is responsible for the day-to-day operation of Youth Justice System (YJS) ICT systems which facilitate the effective, secure and timely transfer of information between the youth justice agencies. This includes the transfer of information between all Youth Justice Services, Secure Establishments, Youth Custody Service's Placements service and the Youth Justice Board.

Role context:

- YJB is the only public body with oversight of the whole youth justice system. Evidence and Intelligence is key to our understanding of the youth justice landscape. This supports effective decision making, gives assurance to ministers that our advice has a solid evidence base and supports the achievement of our strategic objectives.
- The ICT Team sit within the Business Intelligence and Insights Directorate which gathers and interprets information from a range of sources (including data, research, and wider intelligence). This information supports: the YJB's oversight of the Youth Justice System (YJS), helps us to understand how the system is operating and whether it is achieving its aims, and helps to identify future opportunities and challenges for children and the YJS. The directorate leads the organisation in gathering, developing, and using data and evidence well.

Key activities and relationships

You will

- Support the achievement of the YJB strategic and business plan through your leadership role, both within your directorate and across the wider YJB.
- Have a lead role in the delivery of the YJB transformation programme.
- Role model good corporate behaviours in leading and managing the ICT Team.
- Aid local authorities and other persons in connection with information technology systems and equipment used or to be used for the purposes of the operation of the youth justice system and the provision of youth justice services.
- Maintenance of the technical standards for the transfer of YJS information.
- Delivery of agile software development to enhance and maintain the Youth Justice Application Framework and associate systems.
- Delivery of the services that support the YJS ICT such as first, second- and third-line support, Hosting and networking.
- Delivery of the ICT services that supports YJB's day to day operation by working with YJB's MoJ Digital and Technology's Demand and Engagement Manager to ensure that services are reliable and meet YJB's needs. This includes the ordering and delivery of ICT equipment and software.
- Responsible for setting and maintaining open technical standards for the transfer of information, consulting and engaging with all organisations and suppliers ensuring that the standards are implemented.
- Working closely with Product Owners to facilitate the delivery of agile application developments as agreed by the YJS ICT Governance group to time, cost and quality.
- Support the budget holder to agree contracts, and ensure ICT suppliers are paid, whilst ensuring value-for-money for ICT in YJB and the YJS.
- Accountable for the services which support the YJS ICT. The role will support the YJB's desire to introduce innovation by creating an environment in which different YJS agencies are supported in finding new delivery models while enabling the secure sharing of information between agencies.
- Have oversight of the youth justice resource hub and its core components – platform improvement, content, and insights. Including the development and promotion of evidence-based practice tools and materials such as self-assessments materials and toolkits, evaluation and oversight.
- Accountable for the delivery of the ICT services that support YJB's day to day operation.
- Responsible for information assurance and cyber security in the YJB.
- Enabling delivery of the Government Digital Strategy: Digital by Default in respect to the Youth Justice System.
- You may be asked to deputise for the Director of Business Intelligence and Insights in their absence

- At all times, demonstrate support and respect for the YJBs commitment to equity, inclusivity and the diversity of the YJB and its partners.
- Be responsible for making sure you understand and adhere to your responsibilities in relation to health and safety and data protection.
- Work positively and collaboratively with colleagues in both England and YJB Cymru and will consider the impact of developments on policy, practice, and legislation specific to Wales.
- Work flexibly. All posts within the YJB operate flexibly to make sure the requirements of the business are met and as such you may be required to undertake other duties in your role or duties in other parts of the business at your grade to meet business priorities

Main Responsibilities

- Provide positive leadership by encouraging positive emotions and positive social exchanges in the workplace. Set high expectations and live up to them. Make sure you deliver on the commitments you make. Value the contribution of others and nurture positive relationships as well as skills and professional development
- Lead, develop and manage the YJB ICT team. Inspiring your team to achieve their potential and making sure that they engage positively with organisational policies, processes, and communications. Helping them to interpret these when required.
- Ensuring that the YJB has access to the information technology and related support it needs to inform its functions and strategic objectives.
- Provision, development and evolution of Platforms supporting the requirement of the Crime & Disorder Act (YJAF, Asset+, Exchange, Basecamp, Resource Hub)
- Key Contract management, liaising with MoJ Commercial and Contract Management Directorate to compete, award, and maximise the performance of live contracts.
- Manage the Information Assurance services for the YJB providing relevant Data Protection and cyber security support.
- Manage the compliance process of third-party Case Management Systems used by YJS against YJB Data Recording Requirements. Ensure that YJAF is also fully compliant to facilitate this process.

Selection process details

This vacancy is using Civil Service [Success Profiles](#),

The assessment process will be made up of two parts:

1. An Application (see below)
2. Interview (see below)

Application Stage:

Please provide:

- CV
- Written examples demonstrating in no more than 250 words for each of the following essential civil service behaviours: **Leadership (Lead behaviour), (250 words). Working Together (250 words) Seeing the Big Picture (250 words), Managing a Quality Service (250 words),**
- A statement (no more than 500 words) of how you meet the ‘**essential criteria: Technical, Experience and Ability**’ as outlined in the job description.
- (Should a large number of applications be received, the initial sift may be conducted based on the lead behaviour: **Leadership & Essential Criteria**)

Interview

For candidates who get to the interview stage it will be a blended interview covering, further elaboration on your application and the Civil Service **behaviours**, and **strengths** as described in the [Success Profiles - GOV.UK \(www.gov.uk\)](#) (this is a very particular style of interview please make sure you make yourself aware of these in advance).

Reserve List

Those candidates who successfully demonstrate at interview, the behaviours, strengths, and essential criteria required by YJB for the role, but who are not selected as the successful candidate, may be added to a reserve list for 12 months. Candidates on a reserve list may be contacted and offered a role which is sufficiently similar, without further need for application, within the timeframe.

Essential Criteria

Skills and knowledge

1. Technical:

- Good understanding of different project management methodologies, i.e JIRA (desirable)
- Good understanding of Agile software development (desirable)
- Working knowledge of information Assurance and Cyber security (desirable)

2. Experience:

- Experience of leading a service delivering outcomes for multiple stakeholders (essential)
- Experience of managing and delivering services via a range of third-party suppliers (desirable)
- Experience building strategic partnerships and collaborations beyond organisational boundaries (desirable)
- Experience of managing £multimillion Budgets (essential)
- Experience of commercial procurement and contract management (essential)

3. Ability:

- Although technical IT knowledge is not required the post holder should be able to quickly understand technical issues at a high level and coordinate a relevant response where required.
- Competent in MS Office suite, including advanced Excel skills (essential).

4. Behaviours:

- Seeing the Big Picture
- Leadership (Lead Behaviour)
- Changing and Improving
- Managing a Quality Service
- Working Together

Benefits of working for the Youth Justice Board

- Opportunity to work in an organisation that seeks to make a positive difference to the lives of children at risk of entering and within the youth justice system
- Family friendly policies including flexible working opportunities. Many of our staff combine working from our offices in either London or Wales, or working from one of the Ministry of Justice Collaboration Centres/Satellite Offices throughout the country, with working from home; compressed hours, part-time working

- Civil Service Pension Scheme, and/or continuous service transfer of Civil Service Pension Scheme as applicable
- Annual leave of 25 days per annum plus public holidays (or for those transferring directly on a lateral move from Civil Service Departments, their Agencies, Arms-Length Bodies (ALBs) and Non-Departmental Public Bodies (NDPB) we may, subject to confirmation, match current annual leave entitlement, up to 30 days
- As an accredited NDPB we may, subject to confirmation, accept your continuous service from other Civil Service departments their agencies and ALBs/NDBPs (however all new joiners join on 37 hours per week/ pro-rata for part-time)
- Special recognition bonus scheme
- Special leave for unplanned emergencies and for voluntary work
- Employee Assistance Programme offering confidential support and advice for personal and work issues and occupational health
- Health and well-being initiatives such as flu-vaccinations
- Free eye tests and eyecare vouchers for VDU workers
- Interest free season ticket loans
- Regular professional development
- Professional HR Case Management support for managers