



# HM Courts & Tribunals Service

**Her Majesty's Courts and Tribunals Service**

**Directorate: HR & Change Directorate**

**Workstream: People Capability (Learning and Development)**

**Job Title: Reform Learning Support Officer (RLSO)**

**Pay Band: Band D**

## **Background:**

Her Majesty's Courts and Tribunals Service (HMCTS) is currently undertaking its once-in-a-generation 'Reform' transformation programme; a five-year transformation designed to digitalise and revolutionise how justice is administered in England and Wales. There are currently over 50 projects running to transform end to end justice services, making HMCTS a great place to work.

With services being transformed, HMCTS employees will be introduced to new technology, processes and ways of working. The HMCTS HR People Capability Team, are working with Reform projects and service teams to build the capability of employees so they are able to deliver the transformed services.

In order to do this at scale, the HR People Capability Team are seeking to expand our team of Reform Learning Support Officers to work with subject matter experts from the projects and services to build appropriate learning products using our end to end learning process:



## **Overview and purpose of the role**

Working within the HMCTS People Capability Team, you will support multiple project and service teams to assess learning needs arising from changing ways of working, and design, develop and, where appropriate, deliver training products. You will operate within a flexible team, collaborating to support multiple project and service teams at the point of need.

The team may need to grow to meet the emerging needs of the Reform projects and services and so we will maintain a 12-month reserve list of successful applicants.

## **Key responsibilities**

Reform Learning Support Officers engage with project stakeholders to plan and design innovative learning products for HMCTS staff in Courts and Tribunals. The role will see you working collaboratively with colleagues across multiple projects in line with demand.

Key activities include:

- work with project and service teams on the analysis of learning needs.
- Support project and operational teams to agree appropriate learning interventions to meet need.
- Lead on the planning, design and development of learning interventions, including e-learning, interactive learning materials, face to face training materials etc.
- Co-ordinate the delivery of learning. This may involve organising training events, scheduling HMCTS facilitators, writing and issuing communications, uploading content to learning platforms. It may also involve facilitating face to face training although not everyone will need to do this.
- Support technology projects to assess levels of user intuition and learning needs for users (employees) of new technology, in addition to identifying areas to build learning into technology products.

- Improve products after pilots in accordance with learning evaluation approach.
- Collate learning evaluation data facilitate sessions to review evaluation data, identify areas for improvements for upcoming learning designs and make said improvements.

The team will work in a collaborative, flexible way, depending on project / service team demand and you will not necessarily be expected to undertake all of the key activities above; they may focus on one or two across numerous projects / services.

### **Other duties**

You will be required to work in a flexible way and undertake any other duties reasonably requested by line management (HR People Capability Team) which are commensurate with the grade and level of responsibility of this post.

**Application Process:** To apply for this position you must demonstrate your suitability against the success profile for this role

### **Success profile (Essential skills) for the role**

#### **Experience**

1. Digital design / presentation skills
2. Experience of developing self and others
3. Experience of designing innovative learning products, ideally digital learning products
4. Strong stakeholder management skills

#### **Abilities/Technical**

5. Ability to interpret and understand complex information
6. Proficient in full Microsoft Office suite and emerging digital technology.

#### **Strengths**

7. Enjoys working as part of a team.
8. A keen interest in technology
9. Effective written and verbal communication skills
10. Effective planning and organisation skills.

#### **Behaviours**

You will be assessed against the success profile for this role, in the first instance, and the following four behaviours at Level 2.

#### **Changing and Improving:**

Regularly review own and team's work and take the initiative to suggest ideas to make improvements. Give feedback on changes in a constructive manner. Take a positive, open approach to the possibility of change and encourage others to do the same. Help others to understand changes and the reasons they are being put in place. Identify and act on the effects changes are having on your role and that of the team. Look for ways to use technology to achieve efficient and effective results. Consider accessibility needs of the diverse range of end users.

#### **Communicating & Influencing:**

Communicate clearly and concisely both orally and in writing. Take time to consider the best communication channel to use for the audience, including making the best of digital resources and considering value for money. Interact with others in an enthusiastic way. Express ideas clearly and with respect for others. Listen to and value different ideas, views and ways of working. Respond constructively and objectively to comments and questions. Handle challenging conversations with confidence and sensitivity.

#### **Working Together:**

Develop a range of contacts outside own team and identify opportunities to share knowledge, information and learning. Show genuine interest when listening to others. Contribute to an inclusive working environment

where all opinions and challenges are listened to and all individual needs are taken into account. Ensure it is clear that bullying, harassment and discrimination are unacceptable. Offer support and help to colleagues when in need, including consideration of your own and their wellbeing. Change ways of working to aid cooperation within and between teams in order to achieve results.

### **Delivering at Pace:**

Regularly review the success of activities in the team to identify barriers to progress or challenging objectives. Identify who and what is required to ensure success, set clear goals and areas of responsibility and continually assess workloads considering individual needs. Follow relevant policies, procedures and legislation to complete your work. Ensure colleagues have the correct tools and resources available to them to do their jobs. Have a positive and focused attitude to achieving outcomes, despite any setbacks. Regularly check performance against objectives, making suggestions for improvement or taking corrective action where necessary. Ensure that colleagues are supported where tasks are challenging.

### **Terms & Conditions**

#### **Flexible working options**

HMCTS offers a flexible working system in many of its offices.

#### **Job sharing and reduced hours**

All applications for job sharing or reduced hours will be treated fairly and on a case by case basis in accordance with the MoJ's flexible working policy and equality policy.

#### **Excess Fares and Relocation Allowances**

This job is not eligible for relocation allowances but excess fares may be considered in accordance with MoJ's excess fares allowance policy.

#### **Annual Leave**

Generous allowances for paid holiday starting at 25 days per year, and rising as your service increases. There is also a scheme to allow qualifying staff to buy or sell leave each year. Additional paid time off for public holidays and 1 privilege day. Leave for part-time and job share posts will be calculated on a pro-rata basis.

#### **Pension**

The Civil Service offers a choice of pension schemes, giving you the flexibility to choose the pension that suits you best.

#### **Training**

HMCTS is committed to staff development and offers an extensive range of training and development opportunities.

#### **Support**

- A range of 'Family Friendly' policies such as opportunities to work reduced hours or job share.
- Access to flexible benefits such as salary sacrifice arrangements for childcare vouchers, and voluntary benefits such as retail vouchers and discounts on a range of goods and services.
- Paid paternity, adoption and maternity leave.
- Free annual sight tests for employees who use computer screens.