HM Courts & Tribunals Service

Her Majesty's Courts and Tribunals Service

Directorate: Digital and Technology Services (DTS)

Job Title: Head of Technical Delivery

Pay Span or equivalent: Grade 6

Location: National

Permanent

<u>Background</u>

Please note: New recruits to the Civil Service are expected to join at the band minimum, however for exceptional candidates, managers have discretion to set starting salaries above the pay range minimum by a maximum of 10%

Do you want to be part of one of the largest tech programmes in Central Government? Do you want to be empowered to be creative, curious and have your ideas listened to?

These are exciting times at Her Majesty's Court and Tribunals Service. As an agency of the MoJ, we support the judiciary across England and Wales, and we are looking for talented people to help us achieve our ambitions. It will be challenging, important and rewarding.

DTS is creating a place in which it is great to do work and part of our offer is brilliant training opportunities and support from expert colleagues. As well as that you'll find flexible working, an inclusive culture and a place where your opinion is valued.

The key purpose of the role:

As the Head of Technical Delivery, you will be an experienced agile practitioner who exemplifies what good looks like across the delivery role. You will represent and champion the role within your department, across government and in industry as well as lead the community of practice for this role and build capability and excellence. You will also support professional development and continuous improvement of their community and work with other heads of roles to promote effective cross-functional delivery. You will be a skilled team leader who is able to confidently communicate the value of the role to digital and non-digital stakeholders whilst being credible and influential across departments.

Key responsibilities

Setting Direction	- Know how to coach and lead teams in Agile and Lean practices - You are a recognized expert that advocates these approaches, continuously reflecting and challenging the team - Can create or tailor new ways of working; you are always innovating. - Drive the creation of the business case for complex projects, co-ordinate activities across stakeholder groups - Iterate the business case throughout the lifecycle of the project - Know how to optimize the delivery flow of teams - Actively address the most complicated risks, issues and dependencies including where ownership exists outside the team or no clear ownership exists - Can identify innovative ways to unblock issues.
Agile and Lean Practices	- Act as the escalation point and resolve large or high-risk commercial management issues - Know how to coach others in appropriate commercial management - Identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes - Ability to adapt and reflect, is resilient and can see outside of the process.

	• Able to help teams to manage and visualise outcomes, prioritise work and work to agreed minimum viable product (MVP) • Can identify and challenge organizational processes of increasing complexity and those processes that are unnecessarily complicated • Add value and can coach the organization to inspect and adapt processes and know how to guide teams through the implementation of a new process
Bridging Gap between Tech & Non-Tech	• Able to listen to the needs of the technical and business stakeholders and interpret between them
Lifecycle Perspective	• Know how to successfully lead teams through the full product life cycle • Can identify which tools and techniques should be used at each stage • Develop sustainable support models • Identify and deal with potential risks across or between all stages of the product life cycle • Can contribute to the assessment of other teams, providing guidance and support as they move through stages of the product life cycle • Recognise the appropriate deliverables and the right people to meet these • Works with other agile delivery operations throughout the product lifecycle
Relationship Management	• You can mediate between people and mend relationships, communicating with stakeholders at all levels • You can manage stakeholder expectations and facilitate discussions about high risk and complexity even within constrained timescales • You can speak and represent the community to large audiences inside and outside of government • Influences stakeholders and manages relationships effectively • Facilitates and delivers business outcomes
Commercial Management	• Able to take responsibility for complex relationships with contracted suppliers. • Able to work with key stakeholers to negotiate with contracted suppliers and get good value out of contracts and suppliers

Essential Skills and Experience:
- Previous experience of running teams within a large digital organization
- Demonstrable understanding of large digital organisations operate in the context of this role
- Good knowledge of working with technical and business stakeholders and the wider development team
- Senior experience of problem solving and working with others to deliver at pace
- Can speak and represent the community to large audiences inside and outside of government

Person Specification:
- You will have a critical influence on the organisation's overall direction and reputation with internal and external stakeholders and partners
- Experience of how to successfully lead teams through the full product life cycle
- Know how to coach and lead teams in Agile and Lean practices and are a recognized expert that advocates these approaches, continuously reflecting and challenging the team
- Understand how to optimize the delivery flow of teams
- Can work with key stakeholers to negotiate with contracted suppliers and get good value out of contracts and suppliers
- Can mediate between people and mend relationships, communicating with stakeholders at all levels

Application process:

In the first instance you will need to submit your CV. This will be followed by a formal interview.

- **Experience –** As demonstrated by your CV
- **Behaviours –** The interview will involve a discussion around the 3 behaviours below

Key Civil Service Behaviours:

We will assess you against these behaviours during the selection process at Level 4.

Leadership	- Promote diversity, inclusion and equality of opportunity, respecting difference and external experience - Welcome and respond to views and challenges from others, despite any conflicting pressures to ignore or give in to them - Stand by, promote or defend own and team's actions and decisions where needed - Seek out shared interests beyond own area of responsibility, understanding the extent of the impact actions have on the organisation - Inspire and motivate teams to be fully engaged in their work and dedicated to their role
Managing a Quality Service	- Demonstrate positive customer service by understanding the complexity and diversity of customer needs and expectations - Deliver a high quality, efficient and cost-effective service by considering a broad range of methods for delivery - Ensure full consideration of new technologies, accessibility and costings. Make clear, practical and manageable plans for service delivery - Ensure adherence to legal, regulatory and security requirements in service delivery - Proactively manage risks and identify solutions. Establish how the business area compares to industry best practice - Create regular opportunities for colleagues, stakeholders, delivery partners and customers to help improve the quality of service
Changing and Improving	- Encourage, recognise and share innovative ideas from a diverse range of colleagues and stakeholders - Give people space to take initiative and praise them for their creativity. Create an environment where people feel safe to challenge and know their voice will be heard - Make changes which add value and clearly articulate how changes will benefit the business - Understand and identify the role of technology in public service delivery and policy implementation - Consider the full impact of implementing changes on culture, structure, morale and the impacts on the diverse range of end users, including accessibility needs - Identify early signs that things are going wrong and respond promptly - Provide constructive challenge to senior management on change proposals

Flexible working option: HMCTS offers a flexible working system across all its digital hubs.

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.

HMCTS also offers a range of benefits including:

Annual Leave
Generous allowances for paid holiday starting at 25 days per year plus 1 additional privilege day, rising to 30 days after 5 years' service. There is also a scheme to allow qualifying staff to buy or sell up to three days leave each year.

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

Training
HMCTS is committed to staff development and offers an extensive range of training and development opportunities. You'll receive on the job training and mentoring as well have as access to formal training and development, internal and external, invites to conferences, tech meetups, events and more.

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.

Please note: This role will require the successful candidate to undergo security clearance to SC (Security Check) level. Details can be found here - https://www.gov.uk/government/publications/united-kingdom-security-vetting-clearance-levels/national-security-vetting-clearance-levels.

Candidates will be recruited at Baseline Personnel Security Standard (BPSS) level and will undergo SC once they start.