OFFICIAL SENSITIVE

eference number Role Profile ID



Job Title: Head of Workforce Management

Role Purpose :

system.

This role, directly reporting to the CTSC Delivery Director, will lead all activities relating to the forecasting and coordinating user service activities and meeting their demands in a real-time environment across multiple service centre sites, including delivering the workforce requirement data for delivering CTSC service levels and standards. It is a role that will focus on the provision of insights drawn from multiple volatile data sources including performance, demand and court and tribunal centre utilisation and work collaboratively with leadership teams across the organisation to make future and real-time resource allocation decisions across large and multi-site operations to meet HMCTS service and quality level requirements. The role will significantly contribute to the allocation of business performance and quality targets, the development of an evidence-based resource allocation and the delivery of the HMCTS Promise to users of the service.

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

| Role Specific Details | |
|----------------------------|---|
| Business Area | CTSC Operational Support |
| Working Pattern | Full Time (Part Time/Job Share to be considered) |
| Start Date | ASAP |
| Location (Region, City) | Birmingham / Stoke |
| Grade | A |
| Organisation Grade for MOJ | Grade 7/6 |
| Salary (Banding) | £43,308 - £62,888 |
| Role Type | Strategy & Improvement |

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.



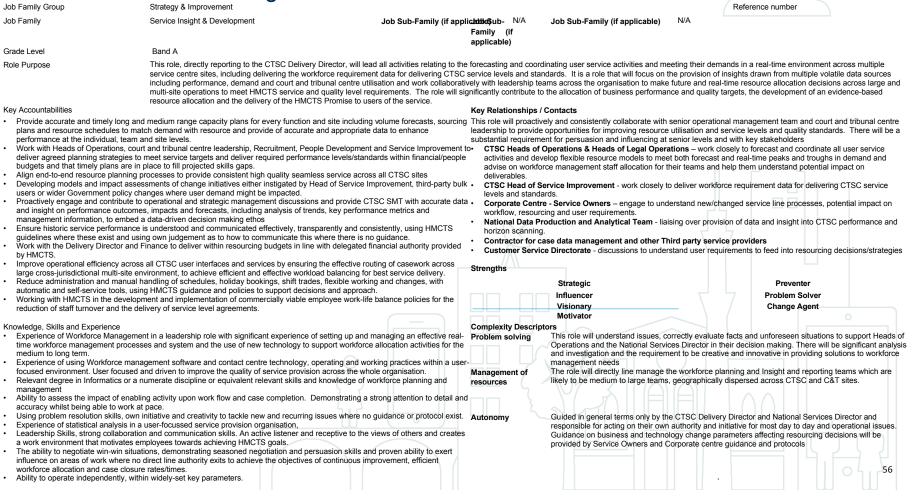
Head of Workforce Management

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The leadership attributes for the role are:

- Proud of their purpose
- Champions and communicators
- Creating freedom within a framework
- Highly professional
- Make good decisions and solve problems
- People focused
- Resilient, determined and action-orientated

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 rlationally recognised qualification whilst being paid, at no cost to yourself.

