



HM Courts & Tribunals Service

Her Majesty's Courts and Tribunals Service

Directorate: Digital and Technology Services

Pay Band **HEO**

Job Title: **Project Support Officer (DRLM)**

Location: **London / National**
Successful applicants will be expected to be office based 2 days per week in an HQ Office. The frequency may increase in the future.

Term: **Permanent**

Interview: **Video conference via Teams**

Salary range: **London £34,262 - £38,373**
 National £30,451 - £34,105

Important salary details:

New recruits to the Civil Service joining MoJ are expected to join at the band minimum.

Existing Civil Servants applying on promotion, will usually be appointed on the salary minimum of the new pay band, or receive an increase of 10 percent on the current base salary, whichever is higher (This is restricted to the pay maximum of the new band).

Merit List:

HMCTS run a Merit List, where candidates who are unsuccessful at interview, by only a few points, can be offered other roles, at the same band, for up to 12 months!

So, it is always a good idea to apply for a role, and try as best as you can at interview, as you never know what future opportunities it may open! You will be able to view your status via the application screen. If you have been added to the Merit List, your status will show either Merit or Reserve list.

Introduction:

Her Majesty's Courts and Tribunals Service (HMCTS) is an agency of the Ministry of Justice (MoJ) and provides the supporting administration for the Judiciary across England and Wales. It delivers services to the public directly in court and tribunal buildings, remotely via business centres and increasingly via digital services online.

Digital & Technology Services is growing as a key enabler of HMCTS' future as a digital organisation, building the new digital products and live operations teams necessary to deliver online services to our users and staff. Please follow the link below for further information about HMCTS. www.gov.uk/government/organisations/hm-courts-and-tribunals-service

Background:

The Decommissioning and Legacy Risk Mitigation (DLRM) Programme is part of the Government's Major Projects and Programmes portfolio and has been established to mitigate the risks presented by HMCTS' legacy technology. The programme sits within HMCTS' Digital and Technology Services directorate and works across HMCTS, MoJ and Cabinet Office to deliver its primary aim of decommissioning HMCTS applications without undue risk.

The scale of ambition for the DLRM programme is significant. There are around 300 bespoke applications in use across HMCTS. The programme's aim is to ensure these applications are able to support HMCTS operations as well as decommissioning those that are no longer needed. As such, the DLRM Programme brings together multiple inter-related workstreams focussed on reducing our technical, cyber and data debt. The work covers a number of Digital, Data and Technology disciplines as well as commercial, financial and programme and project delivery skills and has a blended team of permanent and contingent people from a variety of backgrounds. Having secured funding for this ambitious programme, we are now at an exciting stage of our journey and are looking for enthusiastic and committed people to join one of the most ambitious technology programmes across government.

Main Purpose of The Role:

As Project Support Officer, you will be responsible for a diverse range of duties supporting the team and, ultimately, the delivery of the Project or Projects. You will provide a planning, analysis and reporting function; designing, and developing robust tools and processes which will help to inform strategic and tactical decisions on a daily basis, including resource planning across the team.

Key responsibilities of the role:

- Planning and scheduling – Develop and maintain appropriate systems to enable effective planning and scheduling.
- Monitoring and reporting – Support in maintaining project controls and in producing project reports. Develop and maintain an active Risk and Issues register for the project.
- Administration – Responsible for project file management systems and adherence ensuring robust version control and data security application. You will also be required to organise key project meetings and provide secretariat support where needed.
- Stakeholder Management – Support the development and maintenance of a stakeholder log for internal and external stakeholders. Act as the focal point for project responses to external requests for information.

Essential Criteria:

- Experience of working within a project management role or operational environment with some project management or co-ordination responsibilities
- Working knowledge of planning, frameworks & methodologies
- Ability to effectively engage stakeholders and facilitate collaborative working
- Experience of organising and prioritising work effectively
- Ability to analyse and present sensitive or complex data and information to influence decision making
- Proven ability to adapt communication style and approach to suite varying audience needs

Desirable Criteria:

- PMO experience and/or qualifications
- Experience of working within a Digital or Technology area

The following areas of [Success Profile Framework](#) will be used to assess and score your application during the sift, and interview.

- Experience – As demonstrated in your CV, statement of suitability, and application form.
- Behaviours – We will be using the 2 behaviours below.

Key Civil Service behaviours:

You will be required to provide evidence of the following key behaviours at Level 3.

- Changing and improving
- Communicating and influencing

Other duties:

The post holder is required to work in a flexible way and undertake any other duties reasonably requested by line management which are commensurate with the grade and level of responsibility of this post.

HMCTS offers a range of benefits:

Annual Leave:

Generous allowances for paid holiday starting at 25 days per year and rising as your service increases, plus bank holidays and 1 privilege day usually taken around the Queens' birthday.

Great maternity, adoption, and shared parental leave, with up to 26 weeks leave at full pay, 13 weeks with partial pay, and 13 weeks further leave. And maternity support/paternity leave at full pay for 2 weeks, too!

Up to 5 days paid leave for voluntary work you may wish to undertake.

Pension:

A [generous pension scheme](#) on average of up to 22%

Training:

HMCTS is committed to staff development and offers an extensive range of training and development opportunities through Civil Service Learning and with the assistance of our Learning and Development

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.
- Free annual sight tests for employees who use computer screens.

Networks:

The opportunity to join employee-run networks that have been established to provide advice and support and to enable the views of employees from minority groups to be expressed direct to senior management. There are currently networks for employees of minority ethnic origin, employees with disabilities, employees with caring responsibilities, women employees, and lesbian, gay, bisexual and transgender employees.