



HM Courts & Tribunals Service

Her Majesty's Courts and Tribunals Service

Directorate: Change Directorate

Job Title: Digital Inclusion & Support Manager

Pay Band: Band B (£36,254 - £46,888)

Location: London

Duration: 2 year fixed term contract

It is an extremely exciting time here at HM Courts and Tribunals Service! We are at the beginning of a 6-year £1 Billion Programme to redesign the way courts and tribunals services are provided throughout England and Wales. Through the application of user-centred design methods, we aim to ensure services meet user needs, provide an improved end-to-end experience and deliver improved social outcomes. This is a once in a generation opportunity to transform the entire HM Courts and Tribunals Service, enhancing the provision of a world-class justice system.

This is a chance to work on services that matter, with people who value design on challenges that are as interesting as they are complex. As part of the User Experience team you'll work in a multidisciplinary team, alongside user researchers and service designers, to deliver world-class, user-centred public services.

The Programme is ambitious and we need resilient, resourceful and adaptable people to make it happen.

Can you deliver in a fast-paced environment that is changing constantly? Does developing new services focussed on the end-user excite you? If so, please read on and apply today!

About the Team

The HMCTS Change Directorate is redesigning and rebuilding our Courts and Tribunal services around the needs of our users - ensuring our services are accessible, easy to use, digital where necessary and appropriate, and well supported for all users.

The User Experience team is a cross cutting and enabling team which provides the approach, tools and support to the programmes to ensure it maintains the fundamental design principle of being user led in the delivery of transformed HMCTS services. The team work closely with projects to provide best practice and consistent design along with facilitating collaboration across the Directorate.

We are a portfolio function and provide expertise in a range of areas: this could range from designing a new pilot, segmenting and assessing populations to support our accessibility work, through to designing approaches to test interventions to support channel optimisation. Support will range from programme level research/analysis, embedding expertise in projects, consulting/advisory service or support using tools and frameworks developed by the User Experience team.

Digital Inclusion & Support Manager

Whilst digital services bring a wealth of benefits for our users, we are aware that some are unable to access them for a variety of reasons. HMCTS is therefore committed to implementing a range of non-digital support options to help those who need help to get into the digital channel. This support includes help over the telephone through our contact centres and through a face to face service which is currently being piloted through a third party. We are also improving the paper channel for those that choose to use it.

We are working with digital inclusion specialists both inside and outside the organisation to design, test and implement these channels which integrate into the organisations target operating model and provide an experience which delivers the underpinning principles of the Programme – which is to deliver modern justice in a manner which is just, proportionate and accessible.

We are looking for someone to work within our multi-disciplinary team to lead on the successful implementation of this service. This is a high- profile, fast paced role where you'll regularly presenting to judges, external stakeholders and senior colleagues while also working with our delivery to design and test new approaches. The role is a brilliant opportunity for someone who is passionate about digital inclusion and service delivery.

To discuss the role in further detail please contact Michael Brazier,
Michael.Brazier1@Justice.gov.uk

The Role will be responsible for;

Design and Implementation: Leading the delivery of the innovation pilots, designing and trialling different ways of providing digital inclusion support across telephone and face to face support services. To do this they will work with the team to analyse a variety of data, work with user researchers to test and refine approaches and work with our contact centres to develop and embed training and support. They will be working towards developing proposals for national roll-out which they will then be implementing.

Working with third party provider; Work closely with our third party third party provider teams to design and deliver our support services. Work closely with the project manager to make sure that the project is delivering against its objectives.

Engagement; Leading our engagement with stakeholders including presenting to senior stakeholders and the judiciary as well as external stakeholders. They will be responsible for delivering our communications strategy, this will include building on what we already have in place and making it even better (for example, developing new ways of delivering key messages).

Future Design; Focusing on making sure we have the right data and insight to support delivery of service assessment which will inform final design of the service. The role will also include working across government departments to gather best practice and share learnings

Key requirements:

- Experience working on online and offline services
- Passionate about providing inclusive services for all
- Experience working with contact centres (preferred)
- Experience of working on offline and online channels
- Passionate and confident when speaking to a variety of stakeholders including external organisations, the judiciary and occasionally ministers
- Ability to articulate ideas clearly in writing, visually and verbally

Occasional travel and line management of a small team may also be required

How to Apply

To apply for this position please submit your CV with an accompanying statement of suitability of up to 750 words demonstrating how you meet the key responsibilities & requirements outlined above.

As part of the selection process you will be asked to prepare a 15-minute presentation at interview stage.

Further Information

Blog <https://insidehmcts.blog.gov.uk/2018/06/28/helping-people-to-use-online-services/>

