



HM Courts & Tribunals Service

Job Title: Quality Manager



Role Purpose :

This role, which reports directly to the Head of Service Improvement, is responsible for setting up and the effective running of the Quality management function to ensure effective Quality Assurance of operations, enabling CTSC to deliver an accessible and inclusive service to diverse users, using excellent people skills. The role will provide leadership to the Quality Team.

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 system.

Role Specific Details	
Business Area	Strategy & Improvement
Working Pattern	Full Time (Part Time/Job Share to be considered)
Start Date	From January 2019 (TBC)
Location (Region, City)	Birmingham / Stoke
Grade	C
Organisation Grade for MOJ	HEO
Salary (Starting)	£25,902 / £23,413
Role Type	Customer Service

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.



Quality Manager

Job Family	Customer Services / Improvement	Reference number
Job Sub-Family/Group	Customer & Process Improvement	
Grade Level	Band C (HEO)	
Role Purpose	This role, which reports directly to the Head of Service Improvement, is responsible for setting up and the effective running of the Quality management function to ensure effective Quality Assurance of operations, enabling CTSC to deliver an accessible and inclusive service to diverse users, using excellent people skills. The role will provide leadership to the Quality Team in the medium to long term	
Key Accountabilities		Key Relationships / Contacts
<ul style="list-style-type: none">Liaise with Head of Service Improvement and Head/Deputy Heads of Operations on devising quality assessment strategy to ensure customer/user interactions are monitored across all areas of CTSC and to determine/calibrate benchmark standards to measure staff against and regularly review the quality assessment criteria to ensure staff are being measured against the most appropriate and meaningful criteria.Review and monitor service provision by CTSC and analyse monthly monitoring results to allow a holistic view of quality performance, identifying shortfalls in quality standards. Use outputs to support monthly quality performance meeting where improvement opportunities and a delivery plan are agreed.Advise CTSC senior management of implications or impacts of legislative or policy changes on service delivery quality.Coach and support Quality Team in their interactions with CTSC teams both in terms of the quality and accuracy of interactions with teams, to support them in helping CTSC teams to drive service delivery improvements and achieve better outcomes for users.Provide support to Quality Team with difficult & complex issues relating to quality assessment of CTSC interactions with users/customers, and escalate if necessaryWork with management teams to develop measures to evaluate inbound and outbound calls and other customer interactionsManage the appeal process for staff with issues relating to their quality assessment and amend quality management system if findings of appeal change the assessment and liaise with Knowledge (content) team if changes need to be made to Knowledge bankLiaise with People Development team on development plans for staff and schedule development activity, focussing on areas to improve or maintain user/customer satisfaction with the service provided by CTSCProvide pastoral support to Quality Team in day-to-day management issuesLead the team in continuous improvement activity and feed this into Continuous improvement and People Development to ensure consistency across CTSCAllocate work to Quality Team and make changes on ad-hoc basis when necessary to ensure consistent quality assessment of CTSC service to users/customersEnsure development and continuing professional development for Quality Team takes place, where appropriate.		<p>This role will work with Heads of operations – discussions regarding staff performance and appeals against quality assessments</p> <ul style="list-style-type: none">Heads of Operations and Service Improvement – liaise on assessment strategy, quality benchmarks and performance standardsChange management teams – to ensure new and upcoming initiatives are reflected in quality assessmentPeople development Team - on new and existing requirements to improve quality of interactions with users and discussions relating to effectiveness of learning solutions in improving service levels.Team Leaders – discussions on team and individual performance, appeals against quality assessment scores and improvement measures
		Strengths
		<div>Change agent</div> <div>Team Leader</div>
		<div>Service</div> <div>Enabler</div>
		<div>Motivator</div>
Knowledge, Skills and Experience		Complexity Descriptors
<ul style="list-style-type: none">Provide Leadership to the team, visibly demonstrating and embedding the new culture and ways of working for CTSC in delivering service excellence across all CTSC jurisdictionsPeople management skills and leadership skills to be able to lead the Quality team, which may be spread geographically across different sites, and to empower team members to take personal responsibility for their own personal impact and developmentWillingness to build knowledge of HMCTS people policies, including performance management, to ensure team works effectively together where necessary or willingness to learnKnowledge of IT systems used in Quality team, quality and performance standards and KPIs, business processes, and change initiatives and coaching skills to be able to coach and support Quality team in improving service deliveryCommunication skills, written and verbal to be able to communicate with individuals and teams about service improvements and deal sensitively with issues relating to individual performance.		<div>Problem solving</div> <div>Management of resources</div> <div>Autonomy</div>
		<p>This role will make decisions relating to the deployment of the team, and developing strategies for quality assurance and benchmarking activity to ensure consistency of delivery (and improvements) across CTSC. This is likely to involve investigation work on priority areas to tackle, proactive planning and creativity in assessment methods</p> <p>Direct line management of Quality Assessors, likely to be a medium sized team (15) and geographically dispersed across CTSC sites.</p> <p>The role holder will work largely unsupervised and operate with minimum supervision but against clear guidance and within a framework of procedures when managing the Quality Team, determining the QA strategy and working with key stakeholders. The role holder will take forward Quality Issues on a day to day basis using judgment and initiative, referring to all senior management on more significant issues</p>



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

Location: These roles will initially be based in Stoke or Birmingham, but consideration will be given to move a role to another CTSC location at a later date, as the network expands and more CTSCs are opened.

Hours of work: CTSCs will operate between the hours of 8am-8pm Monday to Friday and 8am-2pm on Saturdays. Working hours will be agreed at the point of offer for successful candidates.

