



# HM Courts & Tribunals Service

## Her Majesty's Courts and Tribunals Service

**Directorate:** Digital and Technology Services (DTS)

**Job Title:** Delivery Manager

**Pay Band:** Grade 7

**Location:** Birmingham / National

**Term:** Permanent

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 pay band or with an increase of 10 percent on their existing base salary (restricted to the new pay band maximum), whichever is the higher.

### 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.

## Background

**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 (HMCTS). 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 Delivery Manager you will deliver end to end projects including owning service delivery for a significant function or product. You will be working closely with cross functional product teams to build delivery roadmaps. You will also be responsible for building and maintaining teams, ensuring they are motivated, collaborating and working well; identifying obstacles and helping the team to overcome them. You will have the ability to focus the team on what is most important to the delivery of products and services and encourage and facilitate continuous improvement of the delivery team.

You will have a strong digital delivery background and enjoy working in a delivery focused, agile environment with multidisciplinary teams. You will also be accountable for effective delivery of complex, high-risk products and services and have strong interpersonal and communication skills, able to engage senior stakeholders.

You'll have a depth and breadth of experience across a range of products and services, throughout the entire lifecycle, and have greater responsibility and accountability as the main point of escalation.

### Key responsibilities:

<b>Setting Direction</b>	<ul style="list-style-type: none"> <li>• Lead by example and demonstrate the right behaviours</li> <li>• Deal with conflict and helps establish a culture that allows for constructive criticism</li> <li>• Develop and utilise meaningful metrics in order to lead teams towards their goals and understand areas for improvement</li> <li>• Own and build relationships with the technical teams, Product Owners, senior stakeholders, management and third party sub-contractors utilising effective and appropriate governance mechanisms</li> <li>• Manage complex team dynamics between external and internal stakeholder</li> <li>• Own the creation of the business case for complex projects and co-ordinate activities across stakeholder groups</li> <li>• Iterate the business case throughout the lifecycle of the project</li> </ul>
<b>Agile and Lean Practices</b>	<ul style="list-style-type: none"> <li>• Can identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes</li> <li>• Ability to adapt and reflect, are resilient and can see outside of the process</li> <li>• Able to help teams to manage and visualise outcomes, prioritise work and work to agreed minimum viable product (MVP)</li> </ul>
<b>Bridging Gap between Tech &amp; Non-Tech</b>	<ul style="list-style-type: none"> <li>• Able to listen to the needs of the technical and business stakeholders and interpret between them</li> <li>• Is proactive and reactive to all communication</li> </ul>
<b>Lifecycle Perspective</b>	<ul style="list-style-type: none"> <li>• Will recognise the appropriate deliverables and the right people to meet these</li> <li>• Works with other agile delivery operations throughout the product lifecycle</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Influences stakeholders and manages relationships effectively</li> <li>• Facilitates and delivers the business outcomes</li> </ul>
<b>Digital Perspective</b>	<ul style="list-style-type: none"> <li>• Can apply a digital understanding to their work</li> <li>• Is able to identify and implement solutions for assisted digital</li> </ul>
<b>Commercial Management</b>	<ul style="list-style-type: none"> <li>• Able to take responsibility for complex relationships with contracted suppliers</li> <li>• Will work with key stakeholders to negotiate with contracted suppliers and get good value out of contracts and suppliers</li> </ul>

### Essential Skills and Experience:

- Previous experience of working in a large digital organisation, or demonstrable understanding of large digital organisations operate in the context of this role
- Have been accountable for successful delivery of a project or workstream
- Prior team management experience having operated as a team leader managing and supporting the work of junior grades
- Ability to work with technical and business stakeholders to drive out needs and interpret between them
- The capability to be responsible for deciding direction and methodology
- Excellent facilitation and stakeholder engagement skills
- Used your knowledge to give expert advice to more senior grades

### Person specification:

- You will be resilient and used to dealing with difficult and complex situations
- Have experience of managing potential conflict to resolution being aware of individual needs
- Regularly used creative thought to develop possible courses of action
- Evaluated risks and made judgements on the most appropriate solutions
- Experience of problem solving and working with others to deliver at pace

- Have acted independently on day-to-day issues and taken a strategic view on operational or policy areas
- Contributed significantly to the achievement of policy or business objectives

### Application process:

Submission of a CV highlighting your experience and skills against the criteria outlined in the Essential Skills and Person Specification above. You will then have an opportunity for an informal conversation and an interview using the following areas of Success Profiles to assess your suitability as well as a Technical Test.

- **Experience** – As demonstrated by your CV
- **Behaviours** – The interview will involve a discussion around the 2 behaviours below

### Key Civil Service Behaviours:

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

<b>Managing a Quality Service</b>	<ul style="list-style-type: none"> <li>• Demonstrate positive customer service by understanding the complexity and diversity of customer needs and expectations</li> <li>• Deliver a high quality, efficient and cost-effective service by considering a broad range of methods for delivery</li> <li>• Ensure full consideration of new technologies, accessibility and costings. Make clear, practical and manageable plans for service delivery</li> <li>• Ensure adherence to legal, regulatory and security requirements in service delivery</li> <li>• Proactively manage risks and identify solutions. Establish how the business area compares to industry best practice</li> <li>• Create regular opportunities for colleagues, stakeholders, delivery partners and customers to help improve the quality of service</li> </ul>
<b>Changing and Improving</b>	<ul style="list-style-type: none"> <li>• Encourage, recognise and share innovative ideas from a diverse range of colleagues and stakeholders</li> <li>• 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</li> <li>• Make changes which add value and clearly articulate how changes will benefit the business</li> <li>• Understand and identify the role of technology in public service delivery and policy implementation</li> <li>• Consider the full impact of implementing changes on culture, structure, morale and the impacts on the diverse range of end users, including accessibility needs</li> <li>• Identify early signs that things are going wrong and respond promptly</li> <li>• Provide constructive challenge to senior management on change proposals</li> </ul>

**Location of Post:** Please see recruitment details but some travel to London may be required as part of these working arrangements.

**Flexible working option:** HMCTS offers a flexible working system in many of its offices.

**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 the flexibility to choose the pension that suits you best.

**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