



# HM Courts & Tribunals Service

## Her Majesty's Courts and Tribunals Service

<b>Directorate:</b>	<b>HMCTS Commercial Team</b>
<b>Job Title:</b>	<b>Commercial Manager</b>
<b>Reporting to:</b>	<b>Senior Commercial Manager</b>
<b>Pay Span or equivalent:</b>	<b>Band Bb</b>
<b>Contract Type:</b>	<b>Permanent</b>

### Based in London

Please note, the salary for London is set out below:  
Inner London: £39,879 - 51,576 (Band Bb Specialist)

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

### Background

Her Majesty's Court and Tribunals Service (HMCTS) is an agency of the Ministry of Justice and provides the supporting administration for the judiciary in England and Wales across four jurisdictions: Crime, Civil, Family and Tribunals. It delivers services to the public directly in court and tribunal buildings, remotely via business centres and some limited services via the internet.

HMCTS is undergoing a period of unprecedented change, which is being managed through a range of change programmes with a combined budget in excess of £1billion.

The Reform Programme 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, in a manner that provides an improved user experience at reduced cost to the taxpayer. This will contribute to consolidating the UK's position at the forefront of an increasingly competitive international legal market as well as ensuring access to justice for all. The HMCTS Reform Programme has significant dependencies on the Common Platform Programme and on MoJ Policy who are responsible for policy development and any required legislation.

### Role Overview

This Commercial Manager role will be working at the heart of this reform agenda, delivering a quality sourcing service and getting the best value for money for HMCTS. Successful delivery will be vital to the success of the reform programme, therefore excellent contract and supplier management will also be needed once a contract is in place. This role will deliver the full end to end commercial and contract management service.

Responsibilities

**Key responsibilities include:**

- Contract management for the major Reform contracts and associated change control process;
- Ownership of strategy at contract level, driving commercial opportunities to deliver value for money and/or savings;
- Manage contract compliance and escalate any issues;
- Manage balanced score card metrics process and report any trends that require management attention;
- Coordinate with internal stakeholders to gather savings and efficiency and contract management reports;
- Stakeholder engagement and strong relationship building to work with the HMCTS commissioning function to build requirements, and then to own, develop, implement and manage the procurement and contract management strategies (stakeholders include: customers (often at a Senior Director level), suppliers, legal and finance)
- Supplier contract management to ensure robust management of commercial delivery against contract (inc payment mechanisms and KPI delivery) whilst driving innovation to create value for money
- Delivery of continuous improvement to drive best practice for our categories
- Associated adherence to respective policy and governance controls

**The post holder must be keen to learn and able to demonstrate experience in the following areas:****Essential:**

- A proven track-record delivering end to end commercial & contract management in a commercial environment
- Strong business acumen and ability to show evidence based decision making
- Excellent stakeholder management skills
- Excellent written and oral communication skills
- Awareness of public sector procurement legislation

**Desirable:**

- A working knowledge of public sector procurement legislation including EU Rules and UK interpretations
- Qualified purchasing professional (CIPS)
- Member of or studying towards IACCM

**Skills and personal attributes**

Most importantly we are looking for people with the right personal qualities – enthusiasm, energy, proactivity, prepared to work under their own initiative and to be flexible and adaptable in a demanding environment. The Civil Service Competency Framework sets out the standard skills, knowledge and behaviours that all civil servants are expected to meet.

**HMCTS offers a range of benefits****Flexible working options**

HMCTS offers a flexible working system.

**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.

**Annual Leave**

Generous allowances for paid holiday starting at 23 days per year, and rising as your service increases. There is also a scheme to allow qualifying staff to buy or sell up to three days leave each year. Additional paid time off for public holidays and 2.5 privilege days. Leave for part-time and job share posts will be calculated on a pro-rata basis.

**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.

**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.