



HM Courts & Tribunals Service

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Directorate: Digital & Technology Services (DTS)

Pay Band: SEO

Job Title: Service Level Manager

Location: London / National

Term: Permanent

Important salary details:

New recruits to the Civil Service joining HMCTS 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).

Introduction:

HM 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. HMCTS has a once in a generation opportunity to transform the entire Courts and Tribunals Service through the HMCTS Reform and Crime Programme, with funding confirmed in the most recent spending review. These Programmes are providing a world-class justice system, in a manner that provides an improved user experience at reduced cost to the taxpayer. This will ensure justice for all as well as supporting the UK's position at the forefront of an increasingly competitive international legal market. Delivering and operating digital services lie at the heart of the transformation. Making a real difference to people's lives is such an integral part of working at HMCTS that we've built it into an agreement with everyone who works here. It's called our people promise.

The Service Level Manager Grade SEO role is responsible for the governance and assurance of catalogue of existing services across the HMCTS estate, the maintenance of an appropriate SLM structure that covers Service Level Agreements (SLAs) with the Customer and Service Level Targets with the internal IT support teams. This is to ensure business demands for IT services and systems meet their performance and availability targets and are delivered in a cost-effective and timely manner. They are responsible for establishing and operating a governance framework for SLM, including establishing strong relationships with third Party Suppliers/Contract Management to ensure they adhere to the SLM process and agreed SLAs.

Reporting to the DTS Service Relationship Manager (G7), you will lead the implementation of the process and supporting systems into the Authority and ensure that you have a strategy and

roadmap for evolving our operational processes and capability. The role will also include providing training to existing and new staff joining the Live Ops team.

Key Responsibilities:

- Creation, implementation and improvement of Service Level Management, process, tooling, and governance. This also requires the creation and maintenance of a catalogue of existing services offered by the organisation and their associated Service Level Targets.
- Foster internal & external relationships to support the strategy and vision for Service Level Management across all areas of the HMCTS.
- Negotiates, agrees, and maintains the Service Level Agreements with the Customer (HMCTS business areas)
- Negotiates, agrees, and maintains the Operational Level Agreements (Service Level Targets) with the internal IT support teams
- Negotiates and agrees with both the Customer and IT Provider any Service Level Requirements for any proposed new/developing services
- Analyses and reviews service performance against the SLAs and OLAs and addresses shortfalls/failures with relevant suppliers and support teams
- Produces regular reports on service performance and achievement to HMCTS stakeholders and service boards and IT provider at an appropriate level and provides regular feedback to Senior Leadership Team on efficiency of Processes and Procedures.
- Organises and maintains the regular Service Level review process with both the IT Customer and IT provider
- Initiates any actions required to maintain or improve service levels, assess, and monitor CSI activities to drive forward benefits including VFM opportunities
- Conducts annual (as appropriate) reviews of the entire Service Level process and negotiates, agrees, and controls any amendments necessary
- Acts as co-ordination point for any temporary Changes to service levels required (i.e. extra support hours required by the Customer, reduced Levels of Service over a period of maintenance required by the IT provider etc.).
- Interfaces with the appropriate service management processes to support Service Levels deliverables: problem management, incident management, change management, capacity, and availability management etc.
- Engages with major projects and programmes to assure that Service Levels requirements are factored into the design & delivery.
- Representing the department at key stakeholder meetings.
- Leadership and Management of SLM Team, inspire and motivate team to deliver service excellence, coaching and developing individuals to the best of their ability and manage the resources in accordance with HMCTS policies and procedures, so that the team's business objectives are achieved consistently.
- Take part in other ITSM (IT Service Management) processes, or as required perform as a back-up to maintain operational activities.
- Drive analysis and identify, prioritise, and implement improvements and efficiencies working closely with other service management colleagues such as the CSI Manager and Risk and Issue Manager, Capacity and Availability Manager ensuring that the organisation derives maximum value from services and utilise knowledge to identify Service Management Risks & Issues
- Support the strategic direction and expansion of key performance metrics within existing management information reporting
- Act as a central contact point and SME for all digital and technology matters related to Service Level Management
- Champion the governance and management of Service Levels, their tracking and reporting, working with colleagues across government and other digital, data and technology (DDaT) communities and analytical professions
- Lead and instil the delivery of ITIL best practice regarding Service Level Management and Reporting during interactions with the wider organisation

Skills & Experience:

We're looking for an individual with strong analytical, problem-solving, and capacity and availability management experience who likes working with a broad range of stakeholders and users. You will also contribute to the wider community and share your skills and experiences with others across HMCTS, MOJ and the wider Government, as required.

Essential Criteria:

- An in-depth understanding of service level management, process, tooling, governance and reporting principle, and experience of working in a Service Management / ITIL environment
- Experience of managing and maintaining a catalogue of existing services offered by the organisation and their associated Service Level Targets
- You will bring experience of providing leadership and you are someone who naturally makes connections and can build positive working relationships with stakeholders and customers at all levels, to influence, inspire and better understand their needs
- Proven experience of leading a Service Level Management Function that delivers an excellent customer service and proactively looks for innovative ways to improve the service delivered to customers while mitigating the risks from not achieving Service Level Targets and their impact through engagement with internal IT support teams and third-party suppliers
- Excellent written and spoken communication skills with experience of successfully influencing others, negotiating effectively, and winning over audiences and ability to motivate a team
- Experience of working in large, complex organisations and having strong analytical and problem-solving skills
- A business background with an understanding of HMCTS users and the technology used is desirable.

Application process:

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

- Managing a Quality Service
- Working Together
- Communicating and Influencing

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.