



# HM Courts & Tribunals Service

## **Her Majesty's Courts and Tribunals Service**

**Directorate: HMCTS Reform (People and Cultural Change Programme)**

**Job Title: Diary Manager**

**Pay Span or equivalent: Band D**

**Location: 102 Petty France, London SW1H 9AJ (plus travel as required by business needs)**

### **2-year Fixed Term Contract**

Please note, the salary for this role is: £25,893 - £29,729

*New recruits to the Civil Service joining MoJ are expected to join at the band minimum. For an exceptional applicant and under exceptional circumstances, managers have discretion to set starting salaries above the pay range minimum.*

Her Majesty's Court and Tribunals Service is an agency of the Ministry of Justice and provides the supporting administration for the judiciary across England and Wales. It presently delivers services to the public directly in court and tribunal buildings, remotely via business centres and through limited services via the internet. HMCTS's ambition is to improve the services we deliver to the public directly in court and tribunal buildings, design new Courts & Tribunals Service Centres to deliver a national business and enhance our digital on-line services.

HMCTS is embarking on a period of significant change, funded by an investment of £1bn, which will see the organisation transform over the next 5 years to deliver a world class justice system.

HMCTS Reform 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.

As part of the Reform Programme, you will be at the forefront of facilitating and implementing change in our world-leading justice system. The Programme is ambitious and we need resilient, resourceful and adaptable people to make it happen. This is an opportunity to gain fantastic experience in a major transformation programme, develop a range of effective business skills and play a key role in how justice is delivered in this country.

The People and Cultural Transformation (PaCT) Programme has been established to lead the design, development and implementation of a range of integrated people solutions which enable HMCTS to transform the way it operates to deliver better and more efficient service to customers and business users.

### **Diary Manager – People and Cultural Change Programme (PaCT)**

As the Diary Manager your key purpose is to enable the smooth running of the Programme Director/s and Programme Managers Office by providing administrative support through diary management processes, and the co-ordination of diaries and meetings on their behalf.

This role will give you a fantastic opportunity to work closely with a range of internal stakeholders within the Reform Programme at the heart of change, to learn how a large and complex portfolio operates as well as develop a broad range of effective business skills and a variety of exemplar project management techniques.

## Key Requirements:

<b>Administration</b>	<ul style="list-style-type: none"><li>• Manage the diary for the Programme Director ensuring that their calendar is kept up to date.</li><li>• Plan and prioritise routine work, and process items that require attention of the Programme Director or Programme Manager.</li><li>• Ensure the effective preparations for meeting by printing papers and commission briefings from other members of HMCTS Change Directorate staff where appropriate.</li><li>• Deal with requests promptly, organise meetings, including room bookings &amp; managing conflicting requests, book equipment as required and issue calendar invites, agendas and papers to delegates.</li><li>• Arrange travel and hotel bookings in line with MoJ policy.</li><li>• Attend meetings as required to take minutes and record action points. Set up systems to track and monitor action points from meetings, ensuring these are followed up and resolved using appropriate means of escalation.</li><li>• Screen and filter telephone calls, enquires and requests, handling them directly or referring them to an appropriate source.</li><li>• Oversee the development and management of departmental administration, processes, records and systems.</li></ul>
<b>Communications</b>	<ul style="list-style-type: none"><li>• Ability to produce clear and concise drafts.</li><li>• Effectively engage with the relevant people to obtain the most accurate information and get advice when unsure of how to proceed.</li><li>• Foster effective working relationships with a wide range of colleagues and stakeholders within and outside of HMCTS, including the CEO's office, other Directors' offices, Ministers' Private Offices, and Judicial Office, demonstrating good team working and communication skills.</li></ul>

## Other duties

The post holder is required to work in a flexible way and undertake any other duties reasonably requested by line management which are commensurate with the grade and level of responsibility of this post.

## Essential Criteria:

To be successful in this role, you should have the following:

- Skilled in the Microsoft office suite (specifically Excel, Word, Outlook and PowerPoint)
- Experience of diary management and arranging meetings / preparing papers
- A strong communicator, able to communicate messages clearly to a range of audiences at all levels – both verbally and in writing
- Strong organisational skills and ability to prioritise work
- The ability to build productive working relationships quickly and to engender confidence with colleagues and stakeholders
- Experience of managing conflicting priorities in a fast paced, constantly changing work environment to achieve successful outcomes

## Desirable Criteria:

- Experience of working in government and / or the wider public sector
- Experience of taking minutes and/or drafting meeting documents
- Experience of working with financial budgets and forecasts within large programmes

## Application

Whilst completing your application, you will be asked to submit a CV and complete an “Overall Statement of Suitability”. Here, you will need to demonstrate (in a maximum of 750 words) that you have solid experience in providing a senior leader with the necessary support to enable them to lead a high-profile team while delivering fast paced, demanding objectives; help them manage their time and appointments and their relationships with complex stakeholders. We are looking for someone that is organised, can build relationships

and their own networks, be assertive, kind and supportive, a fantastic problem solver with loads of initiative. We are also looking for specific experience in relation to the 'Essential Criteria'. **Please attach this to your CV.**

### **Fixed Term Appointment**

This appointment will be made on a fixed term basis, due to the time limited nature of the Reform Programme. For existing civil servants, whilst the role itself is time limited, at the end of the fixed term period, you will retain your permanent status but will be placed on the re-deployment register. Successful appointment on promotion will secure this grade on a permanent substantive basis.

Secondments and loans will be considered on an individual basis.

### **Flexible working options**

Please see recruitment details. Frequent travel to London will be required as part of these working arrangements.

### **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 MoJs excess fares allowance policy.

### **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. 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 1 privilege day. 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.

#### **Reward & Recognition Scheme**

Potential to secure up to £2,500 per financial year from individual / team awards for exceptional performance

#### **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.

#### **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.