



HM Courts & Tribunals Service

Her Majesty's Courts and Tribunals Service

Directorate: Digital and Technology Services (DTS)

Job Title: Principal Product Manager

Pay Span or equivalent: Grade 7

Location: National

Contract type: Permanent

Please note: New recruits to the Civil Service are expected to join at the band minimum, however for exceptional candidates, managers have discretion to set starting salaries above the pay range minimum by a maximum of 10%

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.

Within HMCTS, Digital & Technology Services (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.

We currently have over 50 experienced Digital Product Managers across MoJ and its agencies who make up the broader product community. You will be able to learn from others, share your knowledge and take part in informal support networks with your peers.

We design, build and support user-centred digital and technology services for the justice system: services that make a real difference to our staff, members of the public and their families who use them. Millions of people every year interact with our services, and Digital & Technology play an important role in improving access to justice and making that experience much easier and less distressing.

We are using digital, data and technology to build capability, work smarter and more efficiently. We want to create a digitally enabled end-to-end justice system which can adapt and respond to changing needs. We were the first digital team in a government department, and the first to deliver an exemplar service, with experts in web development, design, delivery and product management and user research, alongside around 50 organisations, including the courts service and Government Digital Service (GDS).

The Key Purpose Of The Role

As a Principal Product Manager, you will champion the delivery and continuous improvement of a major product and define, own and solve problems. You will use your knowledge of user needs and business goals to frame problems, set priorities and to drive your delivery teams to deliver continuous improvement. You will be responsible for developing the overall vision and strategy for a major product, working with other product managers and through engagement with senior stakeholders (both internal and external), user researchers and content designers, cross functional product teams and technical strategists, and the delivery of that vision, through time. Your work will impact across DTS, HMCTS and the external reputation of the organisation through effective management of products.

You will have a deep knowledge of product management techniques and will have developed expert skills. You will provide direction and empowerment to multidisciplinary teams, ensuring return on investment and execution of the vision.

You will understand where the product for which you are responsible fits within the overall HMCTS landscape, how it fits with other services and with common components and the dependencies it has on other teams and technology. You will ensure that all the relevant services to support the product are in place.

As a Principal Product Manager, you will lead and support product managers responsible for products in a particular area of HMCTS business. You may line manage them, support their professional development and be involved in recruitment.

Key responsibilities:

Setting Direction	<ul style="list-style-type: none">• Understanding and impacting the business strategy and vision• Translate business strategy and vision into a clear roadmap and vision for digital products, ensuring teams are adhering to it and maintain the roadmap to align with changing priorities• Define service measures and metrics strategy for products• Deliver products that meet the Digital by Default Service Standard and are best in class for government, giving the same level of digital experience users expect from daily interaction with the most respected web services.• Drive and lead innovation with suppliers for current and future capability• Develop a good understanding of the organisation in order to present and influence internal stakeholders on proposed technology changes, and how that aligns with the organisation's objectives.
--------------------------	---

	<ul style="list-style-type: none"> • Develop and utilise meaningful metrics in order to lead teams towards their goals and understand areas for improvement to support the business strategy and vision. • Own and build relationships with the business and user representatives, technical teams, delivery manager, senior stakeholders, management and third party sub-contractors utilising effective and appropriate governance mechanisms • Understand the relationship between new products and existing systems, being aware of data migration strategies, transitional states and driving changes to minimise cross-dependencies and duplication. • Own the creation and delivery of the product vision and roadmap for complex projects and co-ordinate activities across stakeholder groups • Understand and contribute to the business case throughout the lifecycle of the project • Make immediate decisions where the stability of the product or service to users is challenged and longer term decisions where strategic direction is needed. Support other stakeholders to endorse decisions with appropriate and up to date evidence
Relationship Management	<ul style="list-style-type: none"> • Influences senior stakeholders and manages relationships effectively to drive cooperation • Facilitates and delivers the business outcomes • Ability to communicate complex issues in an authoritative and clear manner and to provide appropriate advice and assurance.
Digital Perspective	<ul style="list-style-type: none"> • Can apply a digital understanding and approach to their work • Is able to lead and drive solutions for assisted digital • Is actively involved across partner and user communities to promote the department's principles and foster a collaborative approach to solution delivery and engagement. • Lead cross-department working e.g. with DWP, HMRC, and champion the community of practice approach both within the department and with other partners. • Understand the role of HMCTS within the MoJ and across government in relation to shared services.
Commercial Management	<ul style="list-style-type: none"> • Is able to take responsibility for relationships with contracted suppliers • Will work with key stakeholders to negotiate with contracted suppliers to achieve best value for money
Team Management	<ul style="list-style-type: none"> • Manage a number of product managers, each responsible for a particular product. • Guide and advise others on technical areas you have expertise in and coach and mentor more junior colleagues. Lead on and participate in recruitment as required. • Help provide direction, support, objectives for team members – both individual and organisation objectives with the structure and environment that supports positive learning, sharing ideas and developing a culture of continuous improvement.

Essential Skills and Experience

- Previous experience of working in a large digital organization as a product manager or lead product manager
- Have been accountable for successful management of a digital product

- Prior team management experience having operated as a team leader managing and supporting the work of more junior grades, role modelling what good looks like
- Ability to work with technical and business stakeholders to drive out visions, roadmaps and needs; ability to assess and assign priority
- Capability to set direction and methodology (while adhering to agreed standards)
- Excellent facilitation, negotiation, and stakeholder engagement skills
- Able to provide expert advice to all stakeholders, both junior and senior.

Person Specification:

- You will have comprehensive experience as a Product Manager
- You will be resilient and used to finding solutions to difficult and complex situations
- Have experience of managing potential conflict to resolution being aware of individual needs
- You will use creative thought to develop possible courses of action
- You will have the ability to evaluate risks and make judgements on the most appropriate solutions
- You will have experience of problem solving and working with others to deliver at pace
- Be able to act independently on day-to-day issues and take 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 areas of Success Profiles listed below to assess your suitability.

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

In the Civil Service, we use Success Profiles, a flexible framework, to assess candidates against a range of elements using a variety of selection methods, therefore giving you the opportunity to demonstrate the various elements required to be successful in the role.

At the interview we will be assessing your technical/specialist experience, outlined in the above role description, testing your ability through relevant assessments and asking you questions to assess behaviours and strengths.

For more information on Behaviours please see the following link;

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/717275/CS_Behaviours_2018.pdf

For this role, the behaviours required are:

Communicating and influencing	<ul style="list-style-type: none"> • Communicate in a straightforward, honest and engaging manner, choosing appropriate styles to maximise understanding and impact. • Encourage the use of different communication methods, including digital resources and highlight the benefits, including ensuring cost effectiveness.
-------------------------------	---

	<ul style="list-style-type: none"> • Ensure communication has a clear purpose and takes into account people's individual needs. Share information as appropriate and check understanding. • Show positivity and enthusiasm towards work, encouraging others to do the same. • Ensure that important messages are communicated with colleagues and stakeholders respectfully, taking into consideration the diversity of interests.
Making effective decisions	<ul style="list-style-type: none"> • Understand own level of responsibility and empower others to make decisions where appropriate. • Analyse and use a range of relevant, credible information from internal and external sources to support decisions. Invite challenge and where appropriate involve others in decision making. • Display confidence when making difficult decisions, even if they prove to be unpopular. • Consult with others to ensure the potential impacts on end users have been considered. • Present strong recommendations in a timely manner outlining the consideration of other options, costs, benefits and risks.
Seeing the big picture	<ul style="list-style-type: none"> • Understand the strategic drivers for your area of work. • Align activities to contribute to wider organisational priorities. • Remain alert to emerging issues and trends which might impact your work area. • Seek out and share experiences to develop knowledge of the team's business area. Understand how the strategies and activities of the team create value and meet the diverse needs of all stakeholders.
Managing a Quality Service	<ul style="list-style-type: none"> • Demonstrate positive customer service by understanding the complexity and diversity of customer needs and expectations. • Deliver a high quality, efficient and cost effective service by considering a broad range of methods for delivery. • Ensure full consideration of new technologies, accessibility and costings. • Make clear, practical and manageable plans for service delivery. • Ensure adherence to legal, regulatory and security requirements in service delivery. • Proactively manage risks and identify solutions. • Establish how the business area compares to industry best practice. • Create regular opportunities for colleagues, stakeholders, delivery partners and customers to help improve the quality of service.

Flexible working options

HMCTS offers a flexible working system across all of its digital hubs.

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.

What can we offer you?

- A [generous pension scheme](#) on average of up to 22%
- 25 days leave, plus 8 bank holidays, plus 1 privilege day usually taken around the Queen's birthday
- Flexible working; whether it's working from home or remotely, working part-time, job sharing, or working compressed hours, we have people doing it and are happy to discuss options with you
- 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!
- Bike loans and secure bike parking (subject to availability and location)
- Season ticket loans, childcare vouchers, and eye-care vouchers.
- Up to 5 days paid leave per year for voluntary work you may wish to undertake
- We also currently have employee-run networks for colleagues of minority ethnic origin, employees with disabilities, those with caring responsibilities, women employees, and lesbian, gay, bisexual and transgender employees with which you will be eligible to join

We are passionate about career development and in order to help support this, we offer a number of training and development platforms that employees will have access to. Working with your manager, you will be given the support and time required to complete agreed courses, as part of your personal development plan.

- Pluralsight - Over 7000 video training courses created by over 1400 subject-matter experts, covering a wide range of software development related skills.
- Microsoft Enterprise Skills Initiative - a range of Azure focused courses that can lead to Microsoft Certification.
- Civil Service Learning - a wide variety of online training to help support your role as a Civil Servant.