



HM Courts & Tribunals Service

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Directorate: Digital Technology Services (DTS)

Pay Band: EO

Job Title: Judicial and RCJ Business & Communication Support Officer

Location: London / National

Successful applicants must be prepared to travel to the Royal Courts of Justice, London on a regular basis.

Security: The successful applicant must be prepared to undergo security checks to obtain SC security clearance for this role. It is not required before commencing the role. Please note individuals should normally have been resident in the UK for 5 years preceding their application for SC clearance.

Term: Permanent

Interview: Video conference via MS Teams

Important salary details:

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 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).

Reserve List:

HMCTS run a Reserve 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. You will be able to view your status via the application screen. If you have been added to the Reserve List, your status will show either Merit or Reserve list.

Introduction:

These are exciting times at HM Court and Tribunals Service (HMCTS). As an agency of the MoJ, we support the judiciary across England and Wales to deliver justice by running courts and tribunals and processing outcomes, and we are looking for talented people to help us achieve our ambitions. It will be challenging, important and rewarding.

HMCTS Digital and Technology Services (DTS) is a specialist technology directorate which provides support to HMCTS in the use of IT and Digital.

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.

DTS has deployed Microsoft Office 365 (MS365) to c25,000 judges. It is known as eJudiciary. This Digital Administrative Support role is as part of a dedicated team that supports the Judiciary and selective HMCTS staff with the provision of the eJudiciary service. The team oversees the maintenance and monitoring as well as the development and delivery of new requirements using MS365.

Support is also provided to the judiciary on other products as well as advice and guidance that includes departmental/government/judicial policies for the use of digital services. The role will report to the Judicial and Royal Courts of Justice Group (RCJG) Business & Communication Manager.

Please follow the link below for further information about HMCTS.

www.gov.uk/government/organisations/hm-courts-and-tribunals-service

Job Description:

- To provide support to the DTS Judicial RCJ and Headquarters Communications Manager.
- Take ownership for procuring IT equipment and ensuring that IT stock levels are maintained within the RCJ. Ensuring accurate financial record keeping.
- To support the line manager with the completion of commercial order templates and financial purchases, ensuring financial records are updated and maintained.
- To provide appropriate and timely responses to issues, including channelling requests to the appropriate team, monitoring resolution activity, keeping customers apprised of progress and suggesting improvements to service delivery.
- To have the ability to work both independently and as part of a team, proactively and with versatility in responding to changing circumstances is essential.
- Use Continuous Improvement principles, tools and techniques to working practices to improve efficiency within the team.
- Responsible for reviewing and amending documents, reports and user guides, demonstrating attention to detail and problem solving.
- Manage communication channels that are used as a point of contact for the judiciary, senior stakeholders, and the wider directorate of HMCTS, and be responsible for analysing and escalating queries raised using your knowledge base and judgement.
- Work with the HMCTS and Judicial Office Communications team to ensure messages are not duplicated.
- Follow the DTS RCJ & Judicial communications plan to circulate key messages on the appropriate channels fit. Support the DTS Business & Communication Manager by attending meetings and working groups and providing feedback when required.
- The post holder will report to the HEO DTS Business Communications Manager.

Key Responsibilities:

- Take ownership for the purchase of hardware and software as directed by Business & Communications Manager. Prepare documentation for suppliers to provide quotes for goods and services, raise purchase orders and receipt goods. Quality check and maintain accurate financial documentation within the monthly finance report and supporting documentation.
- To proactively contact suppliers to resolve any failed deliveries, invoicing or queries.
- To raise any unresolved financial queries to the Judicial and Business & Communications Manager.
- Prepare and draft the monthly financial accruals.
- Update financial and other process documents where applicable, demonstrating a high degree of accuracy and to collaborate with the wider team to obtain signoff
- Analyse and escalate judicial support queries to the appropriate team.
- Provide input into meetings/workshops with suppliers, stakeholders and judiciary.
- Provide administrative support to the office; arranging meetings, taking minutes and ensuring actions are both captured in turn completed; ensure attendees at meetings are given up to date information and act as a contact point for attendee's queries.
- To undertake in the dispatch of hardware from the RCJ to both the national judiciary and to staff and the senior judiciary within the RCJ and Rolls building.
- Undertake regular monitoring and reporting of the business plans. To liaise with the wider team to ensure it is regularly and accurately updated, reporting any issues to the Business & Communications Manager.
- Assisting with the drafting of communications, updating and maintaining accurate documentation.
- Ensuring the efficient flow of information and channelling key messages and information through to the right Judicial working Groups and back to key stakeholders in DTS.
- Ensure all messages are documented and aligned to agreed Communications Plans and delivered to the appropriate standard. Provide secretariat support when required.
- 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.

Skills & Experience:

- Ability to work to tight timescales, managing priorities when conflicting and adapt to requests from senior colleagues. Meet deadlines when set.
- Ensure issues and problems are highlighted to line managers and where appropriate communicated to user groups as defined in the communication plan.
- Knowledge and understanding of IT systems used within HMCTS and RCJ is desirable.
- Strong communication skills, particularly: Written (with the ability to deliver written communications, editing and proofreading along, with the ability to support with the preparation of reports/presentations.
- Knowledge of digital communication channels.
- Creative skills to support with the development of engaging articles.
- Day-to-day responsibility for documenting procurement and financial control activities for the DTS RCJ & Judicial team.
- Ability to operate flexibly to support the wider team.
- The role holder must be able to follow guidelines covering accepted standards of communication.

Essential Criteria:

- IT literacy, competent in MS Office applications, Word, Excel, PowerPoint
- The ability to make decisions using relevant information, knowledge base and documented processes.
- Interpersonal skills to aid collaboration with team members, liaising with suppliers, senior stakeholders and the (senior) judiciary.
- Excellent writing skills, with the ability to work with and prepare reports.
- The ability to problem solve and anticipate problems, ideally providing a solution or preparation of potential issues.

Desirable Criteria:

- Experience of procurement of IT hardware/software.
- Knowledge and understanding of IT systems used within HMCTS and RCJ 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 application form.
- **Behaviours** – You will be required to provide evidence of the following key behaviours at Level 2. A sift will be conducted on the lead Behaviour if a high number of applications are received.

Making Effective Decisions (Lead Behaviour)

Managing a Quality Service