



HM Courts & Tribunals Service

Her Majesty's Courts and Tribunals Service

Directorate: Change Directorate, Infrastructure and Operations Programme

Job Title: Senior Project Manager

Pay Span or equivalent: Band A

The courts and tribunals in England and Wales have been allocated unprecedented funding of almost £1billion. This will enable HM Courts & Tribunals Service, working in partnership with the judiciary, to create a system that is proportionate and accessible and that better meets the needs of the people it serves. This is the most ambitious programme of its kind anywhere in the world.

As a Senior Project Manager in the Change Directorate you will be at the forefront of leading 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, who have a proven track record in Project Management. Your application will need to demonstrate that you have the experience required in delivering high profile projects, ideally within a Programme environment, that you can thrive in an environment that is changing constantly, that you can deal with uncertainty and that you are committed to developing services that are based on the needs of the end recipient of the service provided as well as the needs of those who administer the services provided.

The role of the Senior Project Manager is to lead / manage the project and the project team on a day-to-day basis. The Senior Project Manager is responsible for driving and overseeing the delivery of the project to ensure that the objectives are clearly defined and achieved within the agreed time, cost and quality constraints. The Senior Project Manager has a key role in project governance and working with stakeholders, to ensure the agreed project outputs are delivered to enable benefits to be realised.

HMCTS expects its leaders to show openness, honesty and commitment, and, of course, to deliver results.

Senior Project Managers will:

- Lead and manage the implementation of a high profile project within the Programme including defining project scope and start up activities prior to initiation.
- Manage interdependencies between your assigned project and other projects within the Programme.
- Produce the Business Case and deliver the project ensuring that business case benefits can be realised and offer value for money.
- Plan for and deliver all aspects of the project including related Business Change
- Identify and undertake engagement with a full range of stakeholders and manage communications with those stakeholders.

You will work closely with:

- HMCTS and Ministry of Justice staff.
- Project and programme senior responsible owners.
- Project and programme managers and the wider change team.
- Customer and supplier representatives.
- Stakeholders in the justice system.

Responsibilities:

Delivery	Create and lead the project to deliver the agreed outcomes within time, cost and quality constraints.
Project Management	Day to day management and leadership of the project and the project team. Provide effective leadership and management controls. Set project controls. Design the project structure and organisation appropriate to stage. Set appropriate delivery methodologies. Manage effective transition between project phases.
Business Case	Develop and draft the Business Case, with input from specialists as necessary.
Budget	Develop the budget and track delivery within budget.
Resources	Identify skill requirements; and deploy and develop resources. Manage medium sized team.
Benefits Realisation	Deliver the agreed Business Case benefits and outcomes. Ensure appropriate Benefits Realisation Strategy is in place, and monitor longer term delivery of benefits against the Business Case.
Stakeholder Management	Identify and manage stakeholder relationships and need for senior level support. Manage internal and external relationships as appropriate.
Risks & Issues	Identify and monitor project risks and issues. Develop mitigating actions and escalate as appropriate. Identify and work with related projects to manage interdependencies.
Governance	Support effective governance and decision making. Provide reporting and engage in mechanisms that hold you, as Senior Project Manager, to account for delivery.
Assurance	Engage with assurance reviews and support action on recommendations. Organise assurance processes such as gateway reviews, as required.
Change Management	Ensure effective Change Management processes are in place to agree and document changes to deliverables as agreed with stakeholders.
Guidance & Support	Provide support, guidance and coaching for the project team. Show commitment to personal development. Promote effective individual and team performance.
Project Performance & Controls	Cascade vision and translate into delivery objectives for the team. Develop and maintain Project Plan. Identify and set appropriate Project Controls. Manage performance and report progress to sponsors.

Essential Criteria:

- Will have successfully managed several low or medium complexity projects or may have been in a specialist role within a project **within the last 12-18 months**.

Desirable Criteria:

- Recognised appropriate practitioner level project management qualification.
- Member or working towards becoming a member of an appropriate project management institution.

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.

Location of Post

The base location of this role will be at one of 7 regional hubs: London, Birmingham, Leicester, Manchester, Liverpool, Leeds or Newcastle. The exact building that you will be based in should you be successful will be discussed as part of the on-boarding process, but it will be located in one of the 7 'hub cities'. Frequent travel to London, 4-6 days per month, will be expected as part of the working arrangements.

Key Civil Service Competencies

You will be required to provide evidence of the following key competencies at Level 4.

Seeing the Big Picture	<ul style="list-style-type: none">• Anticipate economic, social, political, environmental and technological developments to keep activity relevant and targeted• Identify implications of Departmental and political priorities and strategy on own area to ensure plans and activities reflect these• Create policies, plans and service provision to meet citizens' diverse needs based on an up-to-date knowledge of needs, issues and relevant good practice• Ensures relevant issues relating to their activity/policy area are effectively fed into strategy and big picture considerations• Adopt a Government-wide perspective to ensure alignment of activity and policy• Bring together views and perspectives of stakeholders to gain a wider picture of the landscape surrounding activities and policies.
Leading and communicating	<ul style="list-style-type: none">• Be visible to staff and stakeholders and regularly undertake activities to engage and build trust with people involved in area of work• Clarify strategies and plans, giving clear sense of direction and purpose for self and team• Stand by, promote or defend own and team's actions and decisions where needed• Confidently engage with stakeholders and colleagues at all levels to generate commitment to goals• Lead by example, role modelling ethics, integrity, impartiality and the elimination of bias by building diverse teams and promoting a working environment that supports the Civil Service values and code• Be open and inviting of the views of others and respond despite pressure to ignore, revert or concede
Changing and Improving	<ul style="list-style-type: none">• Understand and identify the role of technology in public service delivery and policy implementation• Encourage a culture of innovation focused on adding value – give

	<p>people space to think creatively</p> <ul style="list-style-type: none"> • Effectively capture, utilise and share customer insight and views from a diverse range of stakeholders to ensure better policy and delivery • Spot warning signs of things going wrong and provide a decisive response to significant delivery challenges • Provide constructive challenge to senior management on change proposals which will affect own business area • Consider the cumulative impact on own business area of implementing change (culture, structure, service and morale)
Delivering at Pace	<ul style="list-style-type: none"> • Get the best out of people by giving enthusiastic and encouraging messages about priorities, objectives and expectations • Clarify business priorities, roles and responsibilities and secure individual and team ownership • Adopt clear processes and standards for managing performance at all levels • Act as a role model in supporting and energising teams to build confidence in their ability to deliver outcomes • Maintain effective performance in difficult and challenging circumstances, encouraging others to do the same • Review, challenge and adjust performance levels to ensure quality outcomes are delivered on time, rewarding success
Making Effective Decisions	<ul style="list-style-type: none"> • Push decision making to the right level within their teams, not allow unnecessary bureaucracy and structure to suppress innovation and delivery • Weigh up data from various sources, recognising when to bring in experts/researchers to add to available information. • Analyse and evaluate pros and cons and identify risks in order to make decisions that take account of the wider context, including diversity and sustainability. • Draw together and present reasonable conclusions from a wide range of incomplete and complex evidence and data – able to act or decide even when details are not clear. • Identify the main issues in complex problems, clarify understanding or stakeholder expectations, to seek best option. • Make difficult decisions by pragmatically weighing the complexities involved against the need to act.

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

HMCTS offers a flexible working system in many of its offices.

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 MoJ's excess fares allowance policy.

HMCTS offers a range of benefits**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.