



HM Courts & Tribunals Service

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Directorate: Digital Technology Services (DTS)

Pay Band: HEO

Job Title: Change and Release Analyst

Location: London / National

Successful applicants will be expected to be office based 2 days per week in any HMCTS Office (subject to business availability). The frequency may increase in the future. Travel to other offices based in Birmingham and London when needed

Term: Permanent

Interview: Video conference via 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).

DDaT:

Roles will be recruited using a combination of the [Digital, Data and Technology](#) (DDaT) and [Success Profile](#) Frameworks. Using DDaT we will then determine if you will be paid an additional allowance, on top of your basic salary. This role is within the IT Operations Family, is a Change and Release Manager role at Change and Release Analyst level.

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.

Please follow the link below for further information about HMCTS.

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

Job Description

Digital & Technology Services is looking to expand the digital operations support team to help HMCTS transition and run great digital services. The role has potential for future management responsibility dependent of the growth and expansion of HMCTS Digital and Technology Services team. The role will support the ongoing expansion of digital and technology products, providing a service to our users as part of the wider Live Operations team. The post holder will have the opportunity to be part of the team building and implementing the new digital operating model for HMCTS, at the heart of the future organisation. The role will be instrumental in ensuring the change management process is adhered to and that change requests are clear, accurate, and shared widely for transparency and stakeholder relationships. The role will be responsible for ensuring that the risk and impact assessments of change requests are robust and fully evidenced by working with delivery teams to gain a full understanding of the change being proposed; the importance and value of this will be clear in the availability of services to our end users and a reduction in unplanned outages due to changes.

The ability to work both independently and as part of a team, proactively and with versatility in responding to changing circumstances is essential. They will be expected to understand the changes taking place and the justification for the changes, take ownership of data collection and distributions of reports, dealing with issues and communicating progress in a timely manner.

Key Responsibilities:

Working closely with DTS Live Operations and Operational Services technical support teams, the main responsibilities of the role are:

- Collaborate with internal and external teams to promote Change Management and ensure Change Management is embedded into future systems.
- Assist in the design and enhancement of key processes to ensure changes are effectively assessed by the relevant teams, approved by the correct stakeholder groups and implemented successfully.
- Consider the practical detail of proposed changes to/in service delivery, identifying the risks and implications, considering the available options and working with change initiators to ensure this information is documented and appropriate
- Provide specialist/technical advice and recommendations to support informed decision-making as to whether a change or release is ready to be deployed into live
- Be alert to emerging issues and trends, considering the impact they have on the immediate work area, and more widely across the organisation.
- Support the Change and Release Manager in the end to end Change Management process for DTS and other programme areas
- Understand the change requests being raised, and assess and review them for risk and impact, always looking to ensure service stability and availability, and where this is not possible, making sure this has been agreed and the correct communications have been sent to stakeholders.
- Initiate and lead on post implementation reviews for unsuccessful changes, ensuring the correct stakeholders are involved, and leading on thorough investigation into any issues and proposed future mitigations and lessons learned are discussed and documented.

- Be aware of planned deliverables when approving changes, ensuring to avoid scheduling clashes
- Act as a point of escalation for Change Management in DTS, escalating more complex and difficult issues upwards to relevant members of the team, supporting where possible.
- Collaborate with others across teams to resolve issues and problems where there may be some ambiguity.
- Identify any possible process and service improvements, raising them with the Change and Release Manager to add them to the backlog for Continual Service Improvement.
- The post holder will report to the Change & Release Manager.

Skills and Essential Criteria:

- Experience of working in a structured service delivery environment;
- Ability to work to tight timescales, managing your priorities and ensuring delivery of requests;
- A good understanding of Service Management Frameworks principles and processes and experience of working in a Service Management / ITIL environment.
- Experience of working collaboratively with multi-disciplinary teams.
- Experience of working in large, complex organisations.
- Excellent written and spoken communication skills with experience of successfully influencing others, negotiating effectively and winning over audiences with compelling and persuasive presentations.
- Strong problem-solving abilities and analytical skills.
- Experience in identifying service / product gaps and managing these continual service improvements, issues and risks to ensure stable and successful Operation of your Product/Service.

Desirable Criteria:

- Experience of Agile delivery approach would be an advantage;
- Evidence of using continuous improvement tools to review and implement process improvements
- Knowledge of ITIL principles;

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.
- **Strengths** – The interview will involve a discussion around 4 strengths
- **DDaT Assessment** – During the interview, you will be assessed against the DDaT framework
- **Behaviours** – You will be required to provide evidence of the following key behaviours at Level 3
- **Behaviours** – We will be using the behaviours below.
 - **Changing and Improving**
 - **Making Effective Decisions**