

# Candidate Information Pack

HM Courts & Tribunals Service (HMCTS)  
Courts and Tribunals Service Centres

**Development Coach  
EO**

**Newport CTSC**



## Welcome Message



### Welcome to HM Courts and Tribunal Service

The Courts and Tribunals Service Centres are a unique opportunity for you to be an important part of the HMCTS reform programme, we believe justice is the foundation of a safe, fair and prosperous society and we are creating a justice system that works for everyone. You will be at the front line, helping our customers progress through the new online services that are transforming our justice system.

CTSC's provide the first point of access for many users of courts and tribunals, ensuring that all cases are dealt with efficiently and effectively, providing a quality service and an outstanding user experience.

**Debbie Cropanese**

**CTSC Delivery Director**

HMCTS Courts and Tribunals Service Centres

## Background to HMCTS

HM Courts and Tribunals Service is responsible for the administration of criminal, civil and family courts and tribunals in England and Wales, and non-devolved tribunals in Scotland and Northern Ireland. We are an executive agency of the Ministry of Justice. Every year, we handle more than 2 million criminal cases, 1.8 million civil claims, 150,000 family law disputes, almost 800,000 tribunal cases and we collect over £440m of fines imposed by courts.

Our 15,000 people working in around 349 courts, tribunals and national centres, play a vital role in maintaining the rule of law, supporting access to justice for all, and providing support to an independent judiciary in the administration of justice.

HMCTS is in the fourth year of our ambitious six-year programme to reform the courts and tribunals system. Together, we are changing how we work to ensure that our justice system continues to lead and inspire the world, and works better for everyone, from judges and legal professionals, to witnesses, litigants and the vulnerable victims of crime.

Our new Courts & Tribunal Service Centres will deliver the majority of services direct to the public and will complement our local courts and tribunals. They will centralise our expertise, providing the right tools for the job with modern technology in well-equipped offices. This will help us provide an excellent service for people who need to access the justice system, wherever they live. Courts & Tribunal Service Centres are our administrative offices of the future, where our colleagues will, by the end of our transformation, deal with almost all types of court and tribunal cases. Four centres are already operational in Loughborough, Stoke, Salford and Birmingham with Newport CTSC expected to open in Spring 2022.

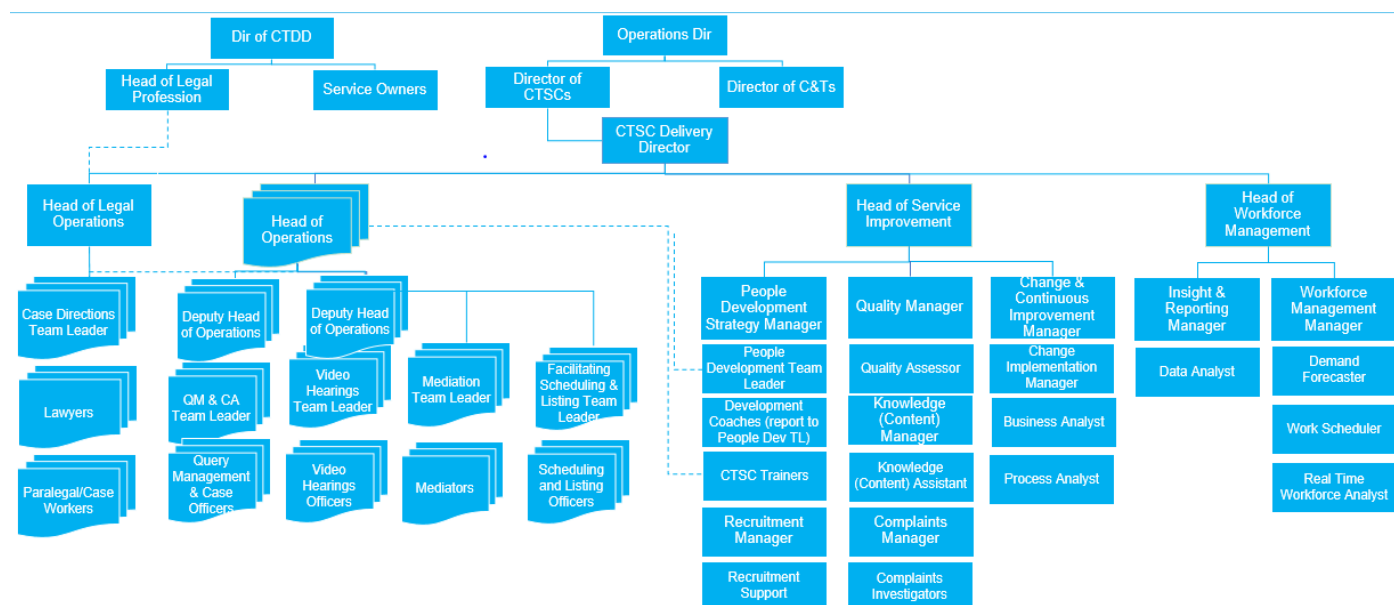
## Courts and Tribunal Service Centres

The transformation of HMCTS is one of the most challenging and complex programmes in central government: by the time it completes in 2022/23, it will have radically changed how justice is delivered across England and Wales.

The Courts and Tribunals Service centres are the administrative offices of the future. Providing hubs for telephony, assisted digital, case progression and hearing support, these centres will provide a consistent national service that enables cases to move through to conclusion smoothly and that provide the right support to the local judiciary.

Spread nationally over several sites, these centres will be home to just under half of our workforce in total by the end of reform. We are working to reform a Justice system that has in the past relied heavily on paper based processes and the CTSCs are the among the first steps in being able to support a modern, digital Justice system.

# Organisational Chart – Courts and Tribunals Service Centres



## Vacancy Description

Job Title	Development Coach
Salary	<p>The salary for this post is set within the EO range of:</p> <p>£25,118 - £30,324</p> <p>Existing civil servants moving at the same grade will retain their existing T&amp;C's/remuneration package.</p> <p>Existing civil servants applying on promotion will usually be appointed on the salary minimum of the pay band or with an increase of 10 percent on their existing base salary (restricted to the new pay band maximum), whichever is the higher.</p>
Vacancy Description	<p>This role will be responsible for the ongoing onboarding training that new members of staff receive when joining CTSC, or that staff need when moving to new duties, ensuring they develop and demonstrate the skills and knowledge to deliver an inclusive and accessible service to diverse users. The role will focus on the short to medium term needs of the learners.</p> <p><b>Key accountabilities include:</b></p> <ul style="list-style-type: none"> <li>• Coach and develop learners, using blended learning approach, during 'onboarding' People Development (i.e. after the initial 10-day Induction training stage) and through to hand-off into business as usual CTSC teams, ensuring that through the competency curve they build the requisite basic knowledge, skills and confidence to work in CTSC, delivering customer service excellence in whichever jurisdiction they will be working</li> <li>• Liaise with the Development Team Leader on day-to-day management and pastoral issues of learners whilst in People Development</li> <li>• Work with learners on a 1-2-1 basis to improve performance and help them assess their own performance and access the learning solutions that can help them progress</li> <li>• Monitor and test learners against quality and productivity standards, and provide access to learning /coaching resources where needed, to ensure learners know what they need to know and how to interact with users effectively and efficiently, improving the service that is delivered</li> <li>• Ensure all new CTSC employees are trained to the required standard before moving into the next stage of the People Development stage and sign-off learners or recommend they repeat a learning stage, to ensure consistent delivery of service to users and ensuring that the skills and knowledge of individuals meets the required standard to</li> </ul>

	<p>meet user expectations</p> <ul style="list-style-type: none"> <li>• Maintain knowledge of the learning tools and solutions available to help learners develop and direct learners to these when necessary, and if necessary, work through these with the learner</li> <li>• Support individuals and groups performance delivery to improve performance and meet KPIs and increase user confidence in CTSC service delivery</li> <li>• Liaise with Development Team Lead and Team Leaders on decisions regarding learners capability and competence and feed into decisions regarding performance improvement</li> </ul>
Person Specification	<ul style="list-style-type: none"> <li>• Leadership skills - to visibly demonstrate and embed the new culture and ways of working for CTSC in delivering service excellence across all CTSC jurisdictions</li> <li>• Business-specific knowledge (or willingness to learn) and experience to be able to coach and advise learners on improvement in specific business areas</li> <li>• CIPD or internal qualification in coaching and training practice</li> <li>• People and communication skills - to be able to coach learners in increasing effectiveness in handling user queries by telephone, email or webchat (etc)</li> <li>• Ability to judge capability, competence and potential in learners and adapt approach for different learners - to ensure best learning environment.</li> <li>• Knowledge of, or willingness to learn learning resources and solutions - to recommend to learners</li> <li>• Coaching skills - to be able to help learners understand and take responsibility for their own development, to support them in doing so and to provide guidance where necessary</li> <li>• Knowledge of, or willingness to learn HMCTS and CTSC service standards - to be able to measure learner's performance against these and provide support to improve where needed.</li> <li>• Flexibility and adaptability in working - to tailor coaching style to learners needs while still meeting business requirements</li> <li>• Resilience and authority - to be able to manage learners effectively, sometimes in challenging situations.</li> </ul>

# The Recruitment Process

<p>How to Apply</p>	<p>You will be provided with a link that takes you to the vacancy on Oleeo. If you haven't applied for a role before, it will ask you to register or you can login if you already have login details.</p> <p>Please complete the application form with the requested details.</p> <p>You will be asked to complete a statement of suitability and a statement demonstrating a behaviour as part of the application process.</p> <p>The statement of suitability provides an opportunity for you to consider why you are applying for the CTSC roles and will help you to prepare for the assessment stage.</p>
<p>Overview of the Process</p>	<p>Applications are invited online via CS Jobs <a href="http://www.civilservicejobs.service.gov.uk">www.civilservicejobs.service.gov.uk</a> and your application will be managed through an online automated process.</p> <p>Following completion of the online application process, your application will be reviewed and you will be notified if you have or have not been successful at this stage. If you have been successful, you will be invited to book an assessment.</p> <p>The assessment will include an interview focusing on your behaviours and strengths, based on the Civil Services Success Profiles. For more information on success profiles, please visit - <a href="https://www.gov.uk/government/publications/success-profiles">https://www.gov.uk/government/publications/success-profiles</a></p> <p>You will also be asked to partake in an assessment or work simulation as part of the assessment process. For Interview you will be assessed on the following behaviours:</p> <ul style="list-style-type: none"> <li>• Communicating and Influencing</li> <li>• Working Together</li> <li>• Developing self and Others</li> <li>• Delivering at Pace</li> </ul> <p>Full details of the assessment process will be made available to candidates once the advert closes.</p>
<p>Arrangements for interview</p>	<p>The full details of the interview dates and times will be made available to successful candidates in due course.</p> <p>You will be advised of the format in advance.</p>
<p>Further Information</p>	<p>If you have any questions about the role or would like to discuss the post further, please contact <a href="mailto:TransformationRecruitment@justice.gov.uk">TransformationRecruitment@justice.gov.uk</a> quoting the seven digit job reference number in the subject field.</p>

**Alternative Formats**

If you wish to receive a hard copy of the information, or in an alternative format e.g. Audio, Braille, or large Font then please contact [moj-recruitment-vetting-enquiries@sscl.gse.gov.uk](mailto:moj-recruitment-vetting-enquiries@sscl.gse.gov.uk)

## Terms, Conditions and Benefits

The information offered in this document is supplied in good faith but does not in itself form any part of the contract of employment.

<b>Appointment Term</b>	Fixed Term (12 Months)
<b>Location</b>	Newport
<b>Working Arrangements</b>	This role is available for full-time, or flexible working arrangements. Part-time working arrangements will also be considered.
<b>Pension</b>	<p>Your pension is a valuable part of your total reward package where:</p> <ul style="list-style-type: none"> <li>the employer makes a significant contribution to the cost of your pension;</li> <li>your contributions come out of your salary before any tax is taken. This means, if you pay tax, your take-home pay will not be reduced by the full amount of your contribution; and</li> <li>your pension will continue to provide valuable benefits for you and your family if you are too ill to continue to work or die before you retire.</li> </ul> <p>For more information, visit <a href="http://www.civilservicepensionscheme.org.uk/">http://www.civilservicepensionscheme.org.uk/</a></p>
<b>Leave Allowance</b>	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.
<b>Training and Development</b>	<p>The Department offers engaging jobs in work that really matters; jobs which have a direct impact on the quality of public services. Roles can offer great job satisfaction and there are many opportunities to develop and progress both within the Department and across the wider Civil Service.</p> <p>To create a more skilled and unified organisation to transform services, the Civil Service is developing 10 specialist areas of expertise. <a href="http://www.gov.uk/government/publications/functional-model-for-more-efficient-and-effective-government">www.gov.uk/government/publications/functional-model-for-more-efficient-and-effective-government</a></p> <p>These cross-government functions provide professional services and support to departments and supplement the 25 recognised professions within the Civil Service and who are there to support your own</p>

	<p>professional development</p> <p><a href="http://www.gov.uk/government/organisations/civil-service/about/recruitment">www.gov.uk/government/organisations/civil-service/about/recruitment</a></p> <p>We are committed to investing in our staff and offer a range of work based training and qualifications, coaching and mentoring opportunities and a guaranteed five days of learning a year.</p>
Other Benefits	<ul style="list-style-type: none"> <li>• A range of 'Family Friendly' policies such as opportunities to work reduced hours or job share.</li> <li>• 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.</li> <li>• Paid paternity, adoption and maternity leave.</li> <li>• Free annual sight tests for employees who use computer screens.</li> <li>• Interest free season ticket and bicycle loans.</li> <li>• Some departments also offer onsite facilities including fitness centres and staff canteens.</li> </ul>
Modernised Terms and Conditions	<p>Civil Servants taking up appointment on promotion will adopt the modernised Civil Service terms and conditions which came in to effect from 1 July 2013. Existing Civil Servants appointed on level transfer will retain their existing terms and conditions.</p>
Eligibility	<p>The post is advertised to suitably qualified people in the external market and on level transfer or promotion to existing Civil Servants and those in accredited Non Departmental Public Bodies.</p>
Security Clearance	<p>Before the appointment of the successful candidate can be confirmed, the Department will undertake background security checks. As part of this, we will need to confirm your identity, employment history over the past three years (or course details if you were in education), nationality and immigration status, and criminal record (unspent convictions only). The successful candidate must hold or be willing to obtain security clearance to <b><u>Baseline (BPSS) clearance level.</u></b></p>
Nationality	<p>To be eligible for employment you must be a national from the following countries:</p> <ul style="list-style-type: none"> <li>• The United Kingdom</li> <li>• The Republic of Ireland</li> <li>• The Commonwealth*</li> <li>• A European Economic Area (EEA) Member State</li> <li>• Switzerland</li> <li>• Turkey</li> </ul> <p>Certain family members of EEA, Switzerland and Turkish nationals are also eligible to apply regardless of their nationality.</p> <p>(*Commonwealth citizens not yet in the UK, who have no right of abode in the UK and who do not have leave to enter the UK are ineligible to apply.) For further information on whether you are eligible to apply, please visit <a href="http://Gov.UK">Gov.UK</a>.</p>

<p><b>Reserved for UK Nationals</b></p>	<p>Certain posts, notably those concerned with security and intelligence, might be reserved for British citizens, but this will not normally prevent access to a wide range of developmental opportunities within the Civil Service.</p> <p>This is <b>not</b> a reserved post.</p>
<p><b>Conflicts of Interest</b></p>	<p>Candidates must note the requirement to declare any interests they may have that might cause questions to be raised about their approach to the business of the Department. They are required to declare any relevant business interests, shareholdings, positions of authority, retainers, consultancy arrangements or other connections with commercial, public or voluntary bodies, both for themselves and for their spouses/partners.</p> <p>The successful candidate will be required to give up any conflicting interests and his/her other business and financial interests may be published.</p> <p>If you believe you may have a conflict of interest, please contact <a href="mailto:moj-recruitment-vetting-enquiries@sscl.gse.gov.uk">moj-recruitment-vetting-enquiries@sscl.gse.gov.uk</a> before submitting your application.</p>
<p><b>Equality and Diversity</b></p>	<p>The Department is committed to being an equal opportunities employer. We value and welcome diversity. We aim to develop all our staff to enable them to make a full contribution to meeting the Department's objectives, and to fulfil their own potential on merit. We will not tolerate harassment or other unfair discrimination on grounds of sex, marital status, race, colour, nationality, ethnic origin, disability, age, religion or sexual orientation. We will promote and support the use of a range of flexible working patterns to enable staff to balance home and work responsibilities; and we will treat people fairly irrespective of their working arrangements.</p> <p>Under the terms of the Equality Act 2010, we are legally required to consider making reasonable adjustments to ensure that disabled people are not disadvantaged in the recruitment and selection process. We are therefore committed to meeting, wherever possible, any needs you specify in your application. We will also consider any reasonable adjustments under the terms of the Act to enable any applicant with a disability (as defined under the Act) to meet the requirements of the post.</p> <p>The Department uses the 'two ticks' Disability Symbol, showing it is an employer which has a positive attitude towards applications from disabled people. The Department also offers a Guaranteed Interview Scheme (GIS) for all disabled applicants. We are committed to interviewing all applicants with a disability who provide evidence of meeting the minimum requirements necessary for the post, as set out in this applicant pack.</p> <p>To be eligible, your disability must be within the definition laid down in the Equality Act 2010. A disabled person is defined by the Equality Act 2010 as someone who has a physical or mental impairment, which has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities. For the purposes of this policy, these words have the following meanings:</p> <ul style="list-style-type: none"> <li>• 'substantial' means more than minor or trivial</li> <li>• 'long-term' means that the effect of the impairment has lasted, or</li> </ul>

	<p>is likely to last, 12 months (there are special rules covering recurring or fluctuating conditions)</p> <ul style="list-style-type: none"> <li>• 'normal day-to-day activities' include everyday things like eating, washing, walking and going shopping.</li> </ul> <p>Should you consider yourself eligible to apply for this post under the GIS, please complete the form at Annex B.</p>
Civil Service Code	<p>All civil servants are subject to the provisions of the Civil Service Code that details the Civil Service values, standards of behaviour and rights and responsibilities. For further information, visit <a href="https://www.gov.uk">Gov.UK</a>.</p>
Complaints	<p>If you feel your application has not been treated in accordance with the Recruitment Principles, and you wish to make a complaint, you should contact <a href="mailto:moj-recruitment-vetting-enquiries@sscl.gse.gov.uk">moj-recruitment-vetting-enquiries@sscl.gse.gov.uk</a> in the first instance.</p>