

Job description and Person Specification Level 2/EO

Job title	Executive Officer
Grade	Executive Officer (EO)/ Band D
Salary band	£26,000 National salary <i>The salary at this grade is non-negotiable</i>
Responsible to	Team Manager (as allocated)
Base/location	1 x National (Wales) During the pandemic staff are working from their home location. Some travel to an office in Wales, and to stakeholder locations may be required in future.
FTE/hours	37
Job type (i.e. fixed term/permanent)	1 x Permanent
Security Clearance Required	Baseline (BPSS)

Who are we?

The YJB is the public body which advises the Secretary of State for Justice on the youth justice system. Our ambition is to see a Child First youth justice system. A system which supports children to become the best version of themselves.

Our staff are public servants and we are accredited by the Civil Service Commission so that we can accept applications from across Civil Service Departments, their agencies, Non-Departmental Public Bodies and Arms-Length Bodies as internal applicants.

[YJB Strategic Plan 2021 - 2024 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

Summary or Executive Officer roles

Our Executive Officers bring their organisational and problem-solving skillset along with their commitment to public service to provide key support for some of our most critical work. You will also be expected to lead as well as support various aspects of our work. We need people with initiative, a keenness to learn, attention to detail and who can join the dots and make sense of information. You will determine whether problem solving or flagging the issue is the most appropriate course of action. Yes, there will be some administrative tasks, but this role is primarily or supporting and owning areas of work and making sure that everything is in place, whether that is the right records or the right people in a meeting and that issues are highlighted and dealt with.

Duties can include: managing an inbox, taking minutes of business meetings and co-ordinating the actions, co-ordinating project plans, helping project owners think about the scope of their work, the risks involved, potential mitigation, who their key stakeholders are, the benefits of their project etc, whilst maintaining records of all of these; storing, analysing and reporting on management

information, drafting reports with recommendations, making sense of what information or data is telling you and communicating this in a way appropriate to your audience, sharing information through various digital platforms, liaising with internal or external partners, producing draft correspondence, advising on “pinch points”. In this role you will get the chance to use and develop a range of skills and contribute to the YJB agenda.

All of our people operate flexibly to make sure business needs are met and as such the post holder may be required to undertake other duties either in their role or in other parts of the business to meet business priorities.

For this recruitment the successful applicant will be placed in the following business area, with opportunities for career development:

Innovation and Engagement (Cymru) with the Youth Justice Sector – (the applicant will be located and work in Wales – currently Swansea and Cardiff - Permanent

Other areas of work where we place our executive officers

- Communications
- Finance
- HR/Organisational Development & Change
- Data Analysis and Research
- Chief Executive's Office
- Governance and Business Support
- Strategy and Planning
- ICT
- Programme Delivery

Benefits of working for the YJB

- Opportunity to work in an organisation that seeks to make a positive difference to the lives of children at risk of entering and within the youth justice system
 - Civil Service Pension Scheme, and/or continuous service transfer of Civil Service Pension Scheme as applicable
 - Annual leave of 25 days per annum plus public holidays (or for those transferring directly from Civil Service Departments, their Agencies, Arms-Length Bodies (ALBs) and Non-Departmental Public Bodies (NDPB) we will match current annual leave entitlement, up to 30 days
 - As an accredited NDPB we can accept your continuous service from other Civil Service departments their agencies and ALBs/NDBPs.
 - Family friendly policies including flexible working opportunities. Currently staff are working from home but post-pandemic many of our staff will combine working from our offices in either London or Wales with working from home; compressed hours, part-time working
 - Special recognition scheme
 - Special leave for unplanned emergencies and for voluntary work
 - Employee Assistance Programme offering confidential support and advice for personal and work issues and occupational health
 - Health and well-being initiatives such as flu-vaccinations and mental health allies
 - Free eye tests and eyecare vouchers for VDU workers
 - Interest free season ticket loans
 - Regular professional development
 - Professional HR Case Management support for managers
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- In carrying out their duties the post holder will respect the YJBs commitment to equality of opportunity and the diversity of the YJB and its stakeholders. In addition, they will make sure they

understand and adhere to their responsibilities in relation to health and safety and data protection.

Selection process details

This vacancy is using [Success Profiles](#), and will assess your Experience, Abilities, Behaviours, Strengths and Experience.

The assessment process will be made up of two parts:

1. Application: A online application with a written statement plus 3 behaviour statements
2. An interview

Suitability statement

Please provide a suitability statement of **no more than** 750 words setting out how you meet the following **essential criteria**:

- **Experience, and Ability**

In addition, please provide statements of no more than 250 words each for each of the following behaviours, indicating how you meet these – giving a specific example.

- **3 x Behaviours: Managing a Quality Service (lead behaviour), Delivering at Pace, Communicating and Influencing**

In the event of a large number of applications we will sift on the essential ability and experience along with the lead behaviour.

Interview

For candidates who get to the interview stage it will be a blended interview covering a test of your abilities in Microsoft Office and MS Teams, along with an examination of how you meet **essential behaviours (from those outlined below)**, and **strengths** as described in the [Success Profiles](#) (this is a very particular style of interview please make sure you make yourself aware of these in advance). We may also ask you to elaborate further on the information in your statement.

Essential Criteria

Experience:

- Evidence of excellent planning and time management, written and oral communication skills, including ability to adapt style depending upon audience and occasion.

Ability:

- Highly proficient in MS Office suite: advanced use of Outlook, Word, Excel, PowerPoint and MS Teams
- Successful relationship building and collaborative working

Behaviours:

1. Managing a Quality Service (Lead behavior)

Work with customers to understand their needs and expectations. Create clear plans and set priorities which meet the needs of both the customer and the business. Clearly explain to customers what can be done. Keep colleagues and stakeholders fully informed of plans, possibilities and progress. Identify common problems that affect service, report them and find possible solutions. Deliver good customer service which balances quality and cost effectiveness.

2. Delivering at Pace

Regularly review the success of activities in the team to identify barriers to progress or challenging objectives. Identify who and what is required to ensure success, set clear goals and areas of responsibility and continually assess workloads considering individual needs. Follow relevant policies, procedures and legislation to complete your work. Ensure colleagues have the correct tools and resources available to them to do their jobs. Have a positive and focused attitude to achieving outcomes, despite any setbacks. Regularly check performance against objectives, making suggestions for improvement or taking corrective action where necessary. Ensure that colleagues are supported where tasks are challenging.

3. Communicating and Influencing

Communicate clearly and concisely both orally and in writing. Take time to consider the best communication channel to use for the audience, including making the best of digital resources and considering value for money. Interact with others in an enthusiastic way. Express ideas clearly and with respect for others. Listen to and value different ideas, views and ways of working. Respond constructively and objectively to comments and questions. Handle challenging conversations with confidence and sensitivity.

Seeing the Big Picture

Understand how your work and the work of your team supports wider objectives and meets the diverse needs of stakeholders. Keep up to date with the issues that affect your work area. Take a keen interest in expanding knowledge in areas related to your work. Focus on overall goals and not just specific tasks to meet priorities.

Changing and Improving

Regularly review own and team's work and take the initiative to suggest ideas to make improvements. Give feedback on changes in a constructive manner. Take a positive, open approach to the possibility of change and encourage others to do the same. Help others to understand changes and the reasons they are being put in place. Identify and act on the effects that changes are having on your role and that of the team. Look for ways to use technology to achieve efficient and effective results. Consider accessibility needs of the diverse range of end users.

Making Effective Decisions

Take responsibility for making effective and fair decisions, in a timely manner. Analyse and research further information to support decisions. Talk to relevant people to get advice and information when unsure how to proceed. Explain how decisions have been reached in a clear and concise way, both verbally and in writing. Demonstrate the consideration of all options, costs, risks and wider implications, including the diverse needs of end users and any accessibility requirements.

Leadership

Show pride and passion for your work and positive, inclusive engagement with your team. Understand your areas of responsibility and display awareness of the wider impact of your actions. Proactively role model and promote an inclusive workplace, promptly dealing with inappropriate language and behaviours when they arise, including any instances of discrimination or misconduct. Give praise and credit to colleagues and stakeholders where appropriate.

Working Together

Develop a range of contacts outside own team and identify opportunities to share knowledge, information and learning. Show genuine interest when listening to others. Contribute to an inclusive working environment where all opinions and challenges are

listened to and all individual needs are taken into account. Ensure it is clear that bullying, harassment and discrimination are unacceptable. Offer support and help to colleagues when in need, including consideration of your own and their wellbeing. Change ways of working to aid cooperation within and between teams in order to achieve results.

Developing Self and Others

Identify gaps in own and team's skills and knowledge. Set and consistently meet development objectives. Seek learning opportunities. Support the development plans of all colleagues, recognising how diversity of experience/background can help to build an inclusive team culture. Consider the contributions of all team members and delegate work to aid the learning and development of all. Encourage and listen to developmental feedback from colleagues.