

**Her Majesty’s Courts and Tribunals Service**

**Sub Cluster level**

**Job Title: Delivery Manager**

**This is a general job description covering the likely scope of work of the post holder.**

**Pay Span or equivalent:** **Band C**

**Background**

The Tribunals Service and Her Majesty’s Court Service were integrated into a single Agency, Her Majesty's Courts and Tribunals Service on 1st April 2011. Bringing these two organisations together has removed duplication in management functions and increased the efficiency of the administration, which has enabled HMCTS to reduce what it spends away from the front line substantially.

Consequently, there are high expectations of all staff regardless of the job they do and high performance is expected from everybody. The organisation is continuously adopting new or better ways of working to ensure that it focuses on just that which is essential.

Band C staff will need to display a commitment to four key principles: Continuous change, LEAN principles, managing uncertainty and improving performance. All those appointed to new roles in HMCTS must be wholeheartedly committed to these principles and evidence this in their application.

**Overview**

As a new organisation HMCTS is embarking on a period of significant change. Strong leadership is a critical element in this being successful. As a manager within HMCTS the jobholder must provide clear direction and focus, visibly championing the changes which deliver greater efficiencies. The Regional Delivery Directors expect all managers in the clusters to operate in a culture of openness and honesty, demonstrating a commitment to change through involvement and empowerment, and by delivering results.

**The key purpose of the role is to**

* Support the Cluster Manager and Cluster Operations manager by being responsible for managing functions within the cluster.

**Key responsibilities**

* Deliver a consistent and customer focussed service
* Ensure effective deployment of resources to meet operational needs.
* Ensure the delivery of cluster performance management objectives.
* Act as Responsible Officer as required.

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| **Operations** | * Maintain effective working relationships with the judiciary, supporting agencies, voluntary and user groups. Working with agencies to improve the level of service offered to users. * Provide direction and close support to local managers, setting local priorities which are consistent with the business plan * Lead Staff Forums as part of employee engagement activities to effect good working relationships with staff and to improve service delivery and staff morale / motivation * Ensure that team targets are met and resources are managed to deliver highly effective performance. * Identify process improvements, understanding and managing associated risks; building on team strengths to deliver business outcomes. * Ensure that Governance, risk management registers and contingency plans are in place and updated annually/monthly. * Ensuring compliance with HMCTS values, policies and procedures (including diversity, attendance and discipline, HMCTS Assurance Programme). * Ensure that local training needs are identified, assessed and training is delivered. * Perform Responsible Officer duties. This may include any of the following activities:   + Identify and implement solutions to local problems   + Ensuring IT/Workstation compliance at all times   + Ensure compliance with health and safety requirements   + Ensuring Risk Assessments take place at appropriate times   + Maintenance of an up to date Asset Register   + Ensure any issues regarding level of service for Estates Facilities Management are escalated to MoJ Estates   + Constructively manage complaints within set timescales, and ensure corrective action taken where necessary. * Apply LEAN principles, tools and techniques to working practices to improve efficiency of operations. |
| **Managing casework** | * Working with managers and staff to develop team plans which form part of the overall business plan for the cluster. * Setting local priorities and objectives within the context of national/regional strategies and plans. |
| **Analysis** | * Identifying and implementing solutions to local problems, referring more complex problems to the Cluster Operations Manager |
| **Communicating with the public, the judiciary, other court & tribunals users and representatives of other agencies and organisations** | * Maintain effective liaison with judiciary, user groups and representative organisations. * Thinking beyond own area of responsibility, considering wider policy and organisational implications of issues. * Develop local communication plans which meet the needs of the target audience. |
| **Representation** | * Representing the function you have been assigned to at an operational level |
| **Team leadership** | * Provide operational leadership to managers and staff and role model engaging behaviours. * Provide coaching to support and develop staff, guiding them through a substantial and significant change. * Ensure you and your managers support the ongoing use of TIB’s and SOP’s and empower and develop staff to achieve the highest performance standards. * Ensure the application of MoJ HR policies and procedures. |
| **Specialisms** | * To have a comprehensive knowledge of functions undertaken within the Cluster, to support the development and review of policies and procedures. * To provide specific functions as directed by line management in line with the SOP for providing that service. |
| **Financial Authority** | * Ensure effective deployment of resources to live within the allocated budget. |
| **Accountability** | * Reporting to the Cluster Operations Manager / Cluster Manager. |

**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.

**Operational Delivery in HMCTS**

This role is part of the Operational Delivery Profession. Operational delivery professionals are the outward face of government, providing essential services to the public in a variety of roles. They work in many different departments and agencies across the breadth of the UK, delivering service to customers in

* Face-to-face roles in HMCTS for example a court usher
* Contact Centre roles in HMCTS for example call centre advisers
* Processing roles in HMCTS for example Staff at the County Courts Money-Claims Centre and Courts and Tribunal Administration

Being part of the operational delivery profession means belonging to a cross-government community of people. This will offer you access to information on professional standards, skills development and qualifications to help you continue to improve your development and performance and expand your career options.