



Job Title:		Project Support Officer		Contract Type:	1 x Fixed Term 12 months
Grade :	HEO/ Band C	Salary range (depending on location):	National - £31,256 to £34,446 London - £35,405 to £39,000 Please note that unless you are currently employed by the MoJ at this grade, if successful you will be offered the minimum for the grade depending on your location.		
Location:		Any LAA Office (Occasional travel may be required to other LAA sites)			
Directorate:		Service Development and Central Commissioning	Team:	Project Delivery	
Working Pattern:		The post is supported by the MOJ flexible working policy and includes colleagues who work flexibly, remotely, part time or as part of a job share etc.			
Reporting to:		Lola Bulow – Project Manager			
Closing date for applications		10/8/22			

The Legal Aid Agency

We are an executive agency of the Ministry of Justice (MoJ). We provide civil and criminal legal aid and advice in England and Wales to help people deal with their legal problems.

Our people are at the heart of achieving excellence. Employing around 1,200 colleagues across England and Wales, we feel proud to have some of the best People Survey results in the Civil Service.

Our LAA commitment to Diversity and Inclusion

The LAA is committed to diversity and inclusion and we positively promote flexible working, including job shares.

We will consider all applications on merit regardless of age, disability, gender identity, sexual orientation, socio-economic background, religion, ethnicity, preferred working pattern and except for exceptional circumstances your working location.

As a Disability Confident organisation, we will offer a guaranteed interview to candidates with a disability who meet the essential criteria for this role. Under the Equality Act 2010 a disability is defined as a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities which has lasted, or is expected to last, at least 12 months.

If you are responding to a role within the Legal Aid Agency and would like to be considered under the guaranteed interview, please ensure that you attach the Disability Confident Scheme Form when you return your application. You can use the same form to let the recruiting manager know of any reasonable adjustments you may require during the sift or later selection processes.



Service Development and Central Commissioning

The Service Development and Central Commissioning Directorate designs, develops and tenders new contracts with firms of solicitors to ensure the provision of legal aid services for the public. These services range from duty solicitors at police stations to special education needs and debt. We ensure legal advice, funded through legal aid, is available for the public. The work is hugely important in making sure there are enough qualified and experienced legal professionals to help our citizens with their legal problems. We design the service that is to be offered, develop the tender process for what is to be commissioned, and then a procurement process is undertaken. Once the contracts are implemented, we monitor the availability and capacity of legal aid services.

Project Delivery

The Project Delivery team supports the delivery of the directorate's objectives by providing a project and programme environment for its key activities, with the appropriate structures, processes and tools based on good practice. We ensure that we set up service design and procurement activities in the right way, track their progress, and support them to realise their objectives throughout their lifetime, while maintaining robust decision making and a credible audit trail.

This role provides you with the unique opportunity to support the development and delivery of all stages of service design and commissioning cycle through application of project procedures, tools and techniques. You will be responsible for a diverse range of activities to support the delivery of the project's objectives. You will be expected to assist with effective communication between stakeholders, to maintain central records and produce regular management reports. You will enable the smooth running of the project by supporting with admin including secretariat duties, minute taking, project board support and the co-ordination of business management actions and activities.

Team members are based in several locations including our head office in London. We offer flexible working options including working from home or other suitable environments additional to the office. The postholder may be based in any Legal Aid Agency office though travel to other sites is required.

Job Summary

The Service Development and Central Commissioning team has an overview of what is happening across legal aid services procurement and brings together stakeholders, to identify issues, challenge complexities, mitigate risks, and innovate. This role is key in ensuring the team can keep track of different initiatives, and that our systems and processes underpin smooth organisation and performance of the whole team. Some of the key responsibilities will be to:

- Ensure systems are in place to enable effective planning and scheduling;
- Manage project controls, reporting to the Project Manager/Head of PMO about the project status. Develop project performance reports;
- Ensure organisational tasks are carried out efficiently. Support with secretariat duties including minute taking and project board support;
- Manage workforce planning, providing information for effective decision making;
- Manage and engage with a wide range of internal and external stakeholders. Drafting of correspondence;
- Lead potential risk areas, working with risk manager and escalating as appropriate.

Essential Knowledge, Experience and skills	<ul style="list-style-type: none"> • Ability to establish professional relationships with a wide range of stakeholders. • Effective communication skills both written and verbal • Strong planning skills and an ability to deliver quickly and effectively to tight deadlines • IT literate – a good knowledge of Microsoft Office, Microsoft Teams and digital technology • Strong analytical and numerical skills • Ability to build capability within the team through support, established training paths and identifying new opportunities. Continuously seek and act on feedback to improve own performance
Desirable Knowledge, Experience and skills	<ul style="list-style-type: none"> • Project Management experience • Experience of implementing change • Statistical analysis / Data visualisation
Person Specification	<ul style="list-style-type: none"> • Takes pride in creating products that are accurate, easy to understand and on time • Enjoys helping others to learn, progress and develop • Ability to build relationships with a wide range of stakeholders • Proactive in seeking better ways of working and innovation

Assessment approach

Application Process
<p>To apply please provide a statement of suitability showing how you meet the essential criteria in no more than 500 words.</p> <p>Your statement should demonstrate your ability to do all the essential criteria listed, using examples can help strengthen your application.</p> <p>You will also need to complete an application based of the following behaviours:</p> <ul style="list-style-type: none"> • Managing a quality service • Changing and Improving • Developing Self and Others • Working Together <p>When submitting an example of a behaviour remember to include the situation, what you did and why, and what was the outcome / result.</p> <p>Please note that if we have a large number of applications will we do an initial sift on the Managing a quality service behaviour.</p>
Interview / assessment Process
<p>If you are successful through the application stage, you will be invited to an interview via</p>

Microsoft Teams where you will be assessed against strengths and experience required by the role and the following behaviours:

- Managing a quality service
- Changing and Improving
- Developing Self and Others
- Working Together

You will also be asked to complete an excel based exercise during interview to demonstrate the required aptitude for the role.

Shortlisting is planned for week commencing 15/8/22 (subject to availability)

Interviews are planned for week commencing 22/8/22 (subject to availability)

If you would like more information on this opportunity, please contact
Raesa.randall@justice.gov.uk

Complaints procedure

If you have any complaints about this recruitment activity, please share your concerns by emailing LAAPeopleTeam@justice.gov.uk initially. We aim to respond to any complaint within 10 working days.

If you are dissatisfied with our response, we will forward your complaint to the Civil Service Commission, an independent body, for review.