



# HM Courts & Tribunals Service

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

**Directorate:** Digital and Technology Services (DTS)

**Job Title:** Senior Delivery Manager

**Pay Band:** Band B

**Location:** Birmingham / National

**Term:** Permanent

**Please note: New recruits to the Civil Service are expected to join at the band minimum, however for exceptional candidates, managers have discretion to set starting salaries above the pay range minimum by a maximum of 10%**

## **Merit List:**

HMCTS run a Merit 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!

So, it is always a good idea to apply for a role, and try as best as you can at interview, as you never know what future opportunities it may open! You will be able to view your status via the application screen. If you have been added to the Merit List, your status will show either Merit or Reserve list.

## **Background**

**Do you want to be part of one of the largest tech programmes in Central Government? Do you want to be empowered to be creative, curious and have your ideas listened to?**

These are exciting times at Her Majesty's Court and Tribunals Service. As an agency of the MoJ, we support the judiciary across England and Wales, and we are looking for talented people to help us achieve our ambitions. It will be challenging, important and rewarding.

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.

## **The key purpose of the role:**

As a Senior Delivery Manager, you will be a Scrum Master at heart with a strong focus on delivery. You will be accountable for the effective delivery of complex, high-risk products and services. You will have a strong background as a Scrum Master (or similar role) and experience across a range of products and services, throughout the entire product life cycle. You will have some responsibility and accountability as a point of escalation. You will also be accountable for the performance and coaching of agile software development teams. Your CV should demonstrate your ability and experience of creating and coaching self-organising, high performing agile delivery teams.

## Skills & Experience:

In this role, you will:

- build and maintain teams, ensuring they are motivated, collaborating and working well
- identify obstacles and help the team to overcome them
- focus the team on what is most important to the delivery of products and services
- encourage and facilitate continuous improvement of the delivery team
- coach and mentor both team members and others to apply the most appropriate agile and lean tools and techniques
- Can recognize when something does not work and encourage a mindset of experimentation
- Adapt and reflect, be resilient and have the ability to see outside of the process
- Use a blended approach depending on the context
- Measure and evaluate outcomes
- Know how to help teams to manage and visualize outcomes
- Have had experience in applying Agile principles in practice

## Key responsibilities:

<b>Agile and Lean Practices</b>	<ul style="list-style-type: none"><li>• Identify and compare the best processes or delivery methods to use</li><li>• Can recognize when something does not work and encourage a mindset of experimentation</li><li>• Adapt and reflect, be resilient and have the ability to see outside of the process</li><li>• Use a blended approach depending on the context</li><li>• Measure and evaluate outcomes</li><li>• Know how to help teams to manage and visualize outcomes</li><li>• Have had experience in applying Agile principles in practice</li></ul>
<b>Commercial Management</b>	<ul style="list-style-type: none"><li>• Acts as the point of contact for contracted suppliers</li><li>• Understands appropriate internal contacts and processes within a government department</li><li>• Knows how and when third parties should be brought into digital, data and technology projects</li></ul>
<b>Communication Skills</b>	<ul style="list-style-type: none"><li>• Can listen to the needs of technical and business stakeholders and interpret them</li><li>• Manages stakeholders' expectations and be flexible</li><li>• Are capable of proactive and reactive communication</li><li>• Can facilitate difficult discussions within the team or with diverse senior stakeholders</li></ul>
<b>Financial Management</b>	<ul style="list-style-type: none"><li>• Knows how to balance cost versus value</li><li>• Can consider the impact of user needs</li><li>• Report on financial delivery</li><li>• Can monitor cost and budget; you know how and when to escalate issues</li><li>• Understands the financial impact of the work you do and how cost and budgets are created</li></ul>
<b>Life-cycle perspective</b>	<ul style="list-style-type: none"><li>• Recognize when to move from one stage of a product life cycle to another</li><li>• Can ensure the team is working towards the appropriate service standards for the relevant phase</li><li>• Manage delivery products and services at different phases</li><li>• Understands how the needs of the team and the product vary across the stages of the product life cycle</li></ul>
<b>Maintaining delivery momentum</b>	<ul style="list-style-type: none"><li>• Facilitate the delivery flow of a team, managing the pace and tempo</li><li>• Can actively address internal and external risks, issues and dependencies including where ownership exists outside the team</li></ul> <p>Actively address internal risks and issues and know when to escalate them</p>

<b>Making the process work</b>	<ul style="list-style-type: none"> <li>Identify and challenge organizational processes of increasing complexity and those processes that are unnecessarily complicated</li> <li>Add value and can coach the organization to inspect and adapt processes</li> <li>Knows how to guide teams through the implementation of a new</li> </ul>
<b>Planning</b>	<ul style="list-style-type: none"> <li>Understand the environment and can prioritise the most important or highest value tasks</li> <li>Uses data to inform planning</li> <li>Manages complex internal and external dependencies</li> <li>Can provide delivery confidence</li> <li>Removes blockers or impediments that affect plans and can develop a plan for difficult situations</li> <li>Ensure that teams plan appropriately for their own capacity</li> </ul>
<b>Team dynamics and collaboration</b>	<ul style="list-style-type: none"> <li>Knows how to bring people together to form a motivated team</li> <li>Can help to create the right environment for a team to work in and can empower them to deliver</li> <li>Recognizes and deal with issues</li> <li>Can facilitate the best team make-up depending on the situation</li> </ul>

### Application process:

Submission of a CV highlighting your experience and skills against the criteria outlined in the Skills & Experience and Key Responsibilities above. You will then have an opportunity for an informal conversation and an interview using the following areas of Success Profiles to assess your suitability.

- Experience** – As demonstrated by your CV
- Behaviours** – The interview will involve a discussion around the 2 behaviours below

### Key Civil Service Behaviours:

We will assess you against these behaviors during the selection process at Level 3.

**For more information on Behaviours please see the following link;**

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/717275/CS\\_Behaviours\\_2018.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/717275/CS_Behaviours_2018.pdf)

<b>Seeing the Big Picture</b>	<ul style="list-style-type: none"> <li>Understand the strategic drivers for your area of work</li> <li>Align activities to contribute to wider organisational priorities</li> <li>Remain alert to emerging issues and trends which might impact your work area</li> <li>Seek out and share experiences to develop knowledge of the team's business area</li> <li>Understand how the strategies and activities of the team create value and meet the diverse needs of all stakeholders</li> </ul>
<b>Managing a Quality Service</b>	<ul style="list-style-type: none"> <li>Develop, implement, maintain and review systems and services to ensure delivery of professional excellence</li> <li>Work with stakeholders to set priorities, objectives and timescales</li> <li>Successfully deliver high quality outcomes that meet the customers' needs and gives value for money</li> <li>Identify risks and resolve issues efficiently. Involve a diverse range of colleagues, stakeholders and delivery partners in developing suggestions for improvements</li> <li>Establish ways to find and respond to feedback from customers about the services provided</li> </ul>

## **Flexible working options**

HMCTS offers a flexible working system across all of its digital hubs.

## **Job sharing and reduced hours**

All applications for job sharing or reduced hours will be treated fairly and on a case by case basis in accordance with the MoJ's flexible working policy and equality policy.

## **What can we offer you?**

- A [generous pension scheme](#) on average of up to 22%
- 25 days leave, plus 8 bank holidays, plus 1 privilege day usually taken around the Queens' birthday
- Flexible working; whether it's working from home or remotely, working part-time, job sharing, or working compressed hours, we have people doing it and are happy to discuss options with you
- Great maternity, adoption, and shared parental leave, with up to 26 weeks leave at full pay, 13 weeks with partial pay, and 13 weeks further leave. And maternity support/paternity leave at full pay for 2 weeks, too!
- Bike loans and secure bike parking (subject to availability and location)
- Season ticket loans, childcare vouchers, and eye-care vouchers.
- Up to 5 days paid leave per year for voluntary work you may wish to undertake
- We also currently have employee-run networks for colleagues of minority ethnic origin, employees with disabilities, those with caring responsibilities, women employees, and lesbian, gay, bisexual and transgender employees with which you will be eligible to join

We are passionate about career development and in order to help support this, we offer a number of training and development platforms that employees will have access to. Working with your manager, you will be given the support and time required to complete agreed courses, as part of your personal development plan.

- Pluralsight - Over 7000 video training courses created by over 1400 subject-matter experts, covering a wide range of software development related skills.
- Microsoft Enterprise Skills Initiative - a range of Azure focused courses that can lead to Microsoft Certification.
- Civil Service Learning - a wide variety of online training to help support your role as a Civil Servant.