



CS HR Casework - Supplied by MoJ Casework Team

HR Case Manager (Development Scheme) Job Description (national specified locations across country)

Job Title	HR Case Manager (Development Scheme)
Band	Executive Officer (EO)
Business Group	CS HR Casework - Supplied by MoJ Casework Team
Directorate	MoJ Human Resources
Team	HR Casework Team
Location	National – Following locations ONLY Croydon, Lancaster, Milton Keynes, Nottingham, Peterborough, Staines, Telford (Croydon and Staines will attract London salary rates)
Last Updated	06/09/2022

Team Overview:

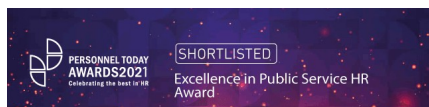
Civil Service HR Casework Service (CS HR Casework Service) (supplied by MoJ) is the preferred supplier of HR Casework for small and medium sized Government Departments. To date, CS HR Casework Service (supplied by MoJ) is responsible for delivering a casework service to over 43 Government Departments, covering more than 36% of the Civil Service's headcount. The service is delivered both remotely and face to face. Clients initially access the service via email or telephoning the Managers Advice Line (MAL).

The team operates under a **matrix** organisation **structure** in which there is more than one line of reporting manager. Case Managers from different hierarchies have dual reporting relationships - to both their Casework Delivery Manager and a client Casework Delivery Manager.

We also provide a HR Technical Consultancy Service which delivers required outcomes as well as bespoke interventions designed to achieve sustainable high performance and cultural change.

The Development Scheme:

This development scheme provides a fantastic opportunity for individuals passionate about joining the HR profession. You will work towards promotion during an eight-month fixed term contract. This is a structured development scheme, with a permanent role as a HR Case Manager as part of the HR Casework Team in Ministry of Justice for those





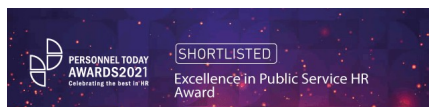
who complete it successfully. The learning and development support offering will be tailored to individuals, who will be supported by an HR professional as a mentor.

Key Responsibilities:

- Engaging with a structured learning program to meet scheme objectives, including shadowing colleagues and attending training sessions.
- Meeting regularly with your mentor and Line Manager to review progress against objectives and identify areas for development.
- Preparing for formal assessments of your progress at key points throughout the scheme.
- Building a portfolio of HR cases providing remote, virtual and Face 2 Face support to managers. Examples of a HR case include (but are not limited to); long term sickness, conduct and discipline, grievances and grievance panels, appeals against warnings and dismissals, Civil Service Appeals Board (CSABs) and Employment Tribunals.
- Supporting managers nationally via the Managers Advice Line (once trained) and email.
- Undertaking early dispute resolution training in readiness for taking calls from staff members on the Early Resolution Helpline.
- Ensuring cases are managed in a timely manner and appropriate conclusions met. Adhering to employment law, policies, business and operational need.
- Providing managers with advice and guidance which adheres to a range of policies and terms and conditions and meets the operational and business needs.
- Coaching client's managers to improve their competence and confidence to manage cases.
- Delivering a high-quality service to all parties involved in an HR case.
- Demonstrating a strong customer service focus - building and maintaining excellent relationships with clients and customers.
- Accurately recording and providing management information as required.
- Demonstrating a pragmatic attitude and taking responsibility for personal development and contributing to growth within the team.
- Upon completion of the program, support our partners with HR Technical consultancy work, this will include working with stakeholders, audits of employee relations cases, suggestions for interventions and report writing.

Essential Criteria

- Interpretation and assimilation of information - gathering facts, sifting information and relaying information in an understandable format.
- Strong face to face and telephone communication skills – active listening and influencing skills, understanding of the risk appetite of the customer and appropriately seeking legal advice, including case escalation as required.





- Ability to deal with internal and external stakeholders (including sensitive and complex issues) – e.g. clients, legal team, HR Business Partners, Civil Service Employee Policy.
- Resilience - adaptability, mental agility, emotional intelligence.
- Personal Development - increasing own capability and can demonstrate CPD, HR and legal knowledge kept up to date.
- Working to deadlines – crucial in ET context.
- A good level of computer literacy in Microsoft applications.

What you'll need to succeed

You should be able to work with internal and external stakeholders confidently and achieve the right outcomes in the process. You must also have good IT skills and the ability to work at pace, meeting demanding deadlines while completing work to a high standard.

Desirable but not essential Criteria

Experience of providing HR advice, practical line management experience or customer service background where you have used relevant skills.

Behaviours

We'll assess you against these behaviours during the selection process:

- Making effective decisions
- Delivering at pace
- Communicating and influencing
- Developing Self and Others

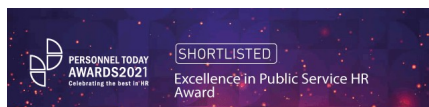
Strengths

We will also assess you against strengths during the selection process:

For further information on behaviours and strengths including the full indicators please visit the Civil service Behaviour candidate information [here](#).

Benefits

- Learning and development tailored to your role to include full training on relevant areas of Employment Law and Employee Relations subjects. The Department are keen to support staff members in achieving CIPD qualification
- An environment with flexible working options and autonomy of the structure of your working day, including hybrid working (Office will be based in a geographical area so some travel should be expected). ***You will be asked to indicate a preference of location at point of application. Unfortunately, only locations listed are available.***





- Promotion to Higher Executive Officer (HEO) on successful completion of the 8-month program.
- A culture encouraging inclusion and diversity.
- Civil Service pension.
- Generous annual leave (25 days rising to 30 days after 5 years' service). Plus 8 public holidays and 1 privilege holiday per year.

Security

- Successful candidates must undertake CTC security clearance to be appointed to the post.

Selection process details

This vacancy is using Success Profiles, and will assess your strengths, behaviours, technical skills and experience some of which are desirable but not essential.

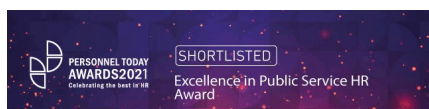
As part of the application process you will be asked to complete a CV and statement of suitability. Further details around what this will entail are listed on the application form. Please note that your statement of suitability should be no more than 1000 words. It should highlight how you meet the essential and desirable criteria for this post. You should refer to the criteria set out above.

In the event of a high volume of applications, the initial sift will be conducted on your CV.

The interview process is based on the STAR model. This method of interviewing requires a structured manner of responding to a behavioural-based interview question by discussing the specific situation, task, action, and result of the situation you are describing.

Feedback will only be provided if you attend an interview and request it.

Please note we do not consider standalone CV applications – you must apply for this role through Civil Service Jobs.





Civil Service HR
Casework



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