



HM Courts & Tribunals Service

Her Majesty's Courts and Tribunals Service

Directorate: HMCTS Customer Directorate

Pay Band: Band B (SEO equivalent) (£36,254 - £46,888)

Current members of the analytical professions will be eligible for the higher Band B level and external candidates will be supported if they wish to pursue membership

Job Title: Data Analyst – User Understanding Team

Location: 102 Petty France, London

Fixed Term Contract for 24 months

The salary for this post is set within Band B range of £36,254 - £46,888 for inner London

New recruits to the Civil Service joining MoJ are expected to join at the band minimum. For an exceptional applicant and under exceptional circumstances, managers have discretion to set starting salaries above the pay range minimum.

Existing civil servants applying on promotion will usually be appointed on the salary minimum of the new pay band or with an increase of 10 percent on their existing base salary (restricted to the new pay band maximum), whichever is the higher.

For existing civil servants, whilst the role itself is time limited, at the end of the fixed term period you will retain your permanent status but will be placed on the re-deployment register. Successful appointment on promotion will secure this grade on a permanent substantive basis.

Overview

It is an extremely exciting time here at HM Courts and Tribunals Service. We are undertaking a first-of-its-kind Change Programme aimed at delivering pioneering justice services that better serve the public, and with over £1 billion of funding, this is the most ambitious programme of its kind anywhere in the world.

As part of the User Understanding team, you will be at the forefront of designing and implementing how we measure the delivery of our services in our world-leading justice system.

Can you deliver in a fast-paced environment that is changing constantly? Does developing new ways of measuring services focussed on the end-user excite you? If so, please apply today!

Background

We have a brand with an outstanding heritage and history. Being around for hundreds of years makes us proud but not complacent. We are required to continually update and modernise to ensure we align our service with the society we serve. In recognition of this, HMCTS gained £1 billion of funding in the last Government Spending Review for a root and branch 'Reform' of our services. We are now ready to put our plans into action and deliver.

We are focused on radically improving the customer journey for all, to ensure that they do feel like a customer. In broad terms, changing that outcome, generating satisfaction and confidence in our justice system, is our primary goal, by:

- streamlining processes and eliminating waste so we can reinvest in improvements that our customers can touch and feel;
- employing digital technology to enable access to justice; for example, supporting victims and witnesses to give evidence in a less intimidating way via video link;
- enabling self-service, where appropriate, so people can get fast and easy access to simple judicial services.

For HMCTS, the changes we are making will reduce our own costs and remove service failure from our system, allowing us to put resources where they matter most.

Data Analyst – User Understanding

The User Understanding Team consults, supports and delivers user insight and analysis, focusing on cross-cutting projects and areas, to help drive evidence informed decisions within the User Experience Division. The User Experience Division is a cross cutting and enabling team which provides the tools and support to projects delivering our change programme to enable the HMCTS transformation to be user-led. We are the team which helps to design services for the future working with projects in the organisation. To achieve this, we have developed a multi-functional team which provides expertise in a range of areas including: service design, assisted digital, accessibility and inclusion and channel optimisation.

You will work together with other projects within User Experience to ensure a cohesive approach to user-led services. This could range from designing a new pilot, segmenting and assessing populations to support our accessibility work, through to designing approaches to test interventions to support channel optimisation.

Key responsibilities

You will work on a variety of projects that require analytical thinking and hands-on coding/programming skills to generate insights on users of HMCTS services. Current projects include:

- Perception data analysis: mapping, and analysing, perception data across the customer journey from various sources. As well as summary analysis, there may be opportunities to apply natural language processing.
- Inform design of CTSC (Courts and Tribunal Service Centres) pilot: help inform the design of the pilot for testing new approaches, developing new metrics and quality assurance.

The role presents a rare opportunity to analyse the characteristics and behaviour of a wide variety of users, at scale and across a range of data systems, to influence the design of services. The parties involved in cases, or potential cases, range from the individual money claimant seeking to recover funds from a company, to vulnerable social security appellants, or the victims of crime.

You will work with the User Experience team to provide customer analysis for projects across the breadth of the Reform programme, building relationships and collaborating with other analytical teams across the department, the digital performance community, other government departments and external organisations to fill data and knowledge gaps and build on best practice.

To discuss the role in further detail, please contact Erica Garnett Erica.Garnett@justice.gov.uk

Key Civil Service Competencies and Essential Skills

Applicants must have a minimum 2:1 in a numerate/analytical degree.

At the application and interview stage you will be asked to provide examples of how you meet the following core competences at Level 3, as detailed in the Civil Service Competence and Professional Frameworks:

Specialist skills	<ul style="list-style-type: none">• Applying analytical thinking to break down complex problems into a clear structure and formulate specific questions that can be tackled through analysis of available data and modelling• Use programming skills in R or equivalent languages to ensure analysis is robust, documented and reproducible. Evidence of using SAS, Python etc is acceptable
<u>Leading and communicating</u>	<ul style="list-style-type: none">• Communicate using appropriate styles, methods and timing, to maximise understanding and impact of your analysis• Communicate in a straightforward, honest and engaging manner with all stakeholders and stand ground when needed
<u>Managing a Quality Service</u>	<ul style="list-style-type: none">• Make effective use of project management skills and techniques to deliver outcomes, including identifying risks and mitigating actions• Work with a project team to set priorities, goals, objectives and timescales

Civil Service Competence Framework: www.gov.uk/government/publications/civil-service-competency-framework

We encourage applications from members of the Government Operational Research Service (GORS), Government Statistical Service (GSS) or Government Science & Engineering (GSE) but membership is not necessary to be eligible to apply. Applications are invited from existing SEOs or from HEOs on promotion and those on the fast stream.

External candidates can access information on the analytical professions via <https://www.gov.uk/government/collections/the-analysis-function-in-government>.

Successful applicants currently without membership of an analytical professional will be supported if they wish to pursue analytical profession membership.

Application Process

To apply for this position please completed the online application form, ensuring you submit the following two application documents:

1. An up-to-date copy of your CV which details your relevant experience and achievements.
2. A 250-word statement of evidence for each of the above competencies

Should your application be successful, you will be invited for a face-to-face interview in which your suitability against the key Civil Service competencies outlined above will be tested.

This is one of four posts being advertised across the Customer Directorate's Insight and User Experience teams. The application processes for these posts are aligned but you will need to make separate applications in the first instance if you wish to be considered for more than one.

Location of Post

These posts are London based.

Flexible working options

HMCTS offers a flexible working system in many of its offices.

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.

Excess Fares and Relocation Allowances

This job is not eligible for relocation allowances but excess fares may be considered in accordance with MoJ's excess fares allowance policy.

HMCTS offers a range of benefits:

Annual Leave

Generous allowances for paid holiday starting at 25 days per year, and rising as your service increases. There is also a scheme to allow qualifying staff to buy or sell leave each year. Additional paid time off for public holidays and 1 privilege day. Leave for part-time and job share posts will be calculated on a pro-rata basis.

Pension

The Civil Service offers a choice of pension schemes, giving you the flexibility to choose the pension that suits you best.

Training

HMCTS is committed to staff development and offers an extensive range of training and development opportunities.

Support

- A range of 'Family Friendly' policies such as opportunities to work reduced hours or job share.
- Access to flexible benefits such as salary sacrifice arrangements for childcare vouchers, and voluntary benefits such as retail vouchers and discounts on a range of goods and services.
- Paid paternity, adoption and maternity leave.
- Free annual sight tests for employees who use computer screens.

Other information

A reserve list may be held for a period of 12 months from which further appointments can be made.