



HM Courts & Tribunals Service

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Directorate: Digital Technology Services (DTS)

Pay Band: SEO

Job Title: Product Manager

Location: London / National

Successful applicants will be expected to be office based 2 days per week in any HMCTS Office (subject to business availability). The frequency may increase in the future.

Term: Permanent

Interview: Video conference via Teams

Important salary details:

New recruits to the Civil Service joining MoJ are expected to join at the band minimum.

Existing Civil Servants applying on promotion, will usually be appointed on the salary minimum of the new pay band, or receive an increase of 10 percent on the current base salary, whichever is higher (This is restricted to the pay maximum of the new band).

DDaT:

Roles will be recruited using a combination of the [Digital, Data and Technology](#) (DDaT) and [Success Profile](#) Frameworks. Using DDaT we will then determine if you will be paid an additional allowance, on top of your basic salary. This role is aligned to the Product Manager role within the Product Manager Job Family.

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.

Introduction:

These are exciting times at HM Court and Tribunals Service (HMCTS). As an agency of the MoJ, we support the judiciary across England and Wales to deliver justice by running courts and tribunals and processing outcomes, and we are looking for talented people to help us achieve our ambitions. It will be challenging, important and rewarding.

HMCTS Digital and Technology Services (DTS) is a specialist technology directorate which provides support to HMCTS in the use of IT and Digital.

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.

Please follow the link below for further information about HMCTS.

www.gov.uk/government/organisations/hm-courts-and-tribunals-service

The Key Purpose of The Role

The Product Manager will coordinate the operation, support, maintenance and improvement of the digital/technology parts of an end-to-end service delivered by HMCTS to its users. Evolving from the Product Manager role in the teams that develop our new digital products, the role will be the central point of expertise that operates and keeps developing the product and the service it delivers. The post holder will work very closely with the HMCTS Service Manager who is ultimately accountable for a particular service and they will also draw on wider teams to run and improve the product.

Key Responsibilities:

- Accountable for all aspects of digital/technology live service support and improvement for the end-to-end service (enabled by the product) delivered to the customer;
- Manage and control the digital and technology assets, resources, subscriptions and calendar of activities needed to keep the end-to-end service operating efficiently and effectively;
- Prepare and maintain analysis and knowledge to understand user needs for their product;
- Analyse and understand the technical and practical detail about how their product works, serves user needs and could be developed;
- Coordination of the multiple providers and suppliers involved in delivering the end-to-end service, both internal and external;
- Responsible for any necessary communications about all aspects of operating and developing their digital/technology product, as part of an end-to-end service delivered to HMCTS users;
- Act as a central contact point for all digital and technology matters related to their product;

- Develop, implement, maintain and review systems and service standards to provide quality, efficiency and value for money;
- Develop proposals to improve the quality of service with involvement from a diverse range of staff, stakeholders or delivery partners;
- Plan ahead but reassess workloads and priorities if situations change or people are facing conflicting demands;
- Development, delivery and operation of digital services, technology and ICT.

Essential Skills and Experience

- Previous experience of improving systems and structures to deliver with more streamlined resources;
- An understanding of risks and delivery of ongoing changes;
- Experience of managing teams and stakeholders to set priorities, goals, objectives and timescales;
- Knowledge or experience of data analysis;
- Previous experience/knowledge of software development and product management
- Experience in supplier management

Application process:

The following areas of [Success Profile Framework](#) will be used to assess and score your application during the sift, and interview.

- **Experience** – As demonstrated in your application form.
- **Behaviours** – We will be using the 2 behaviours below.
- **DDaT Assessment** – During the interview, you will be assessed against the DDaT framework

Key Civil Service behaviours:

You will be required to provide evidence of the following key behaviours at Level 3.

- Communicating and Influencing
- Making Effective Decisions