



HM Courts & Tribunals Service

Her Majesty's Courts and Tribunals Service

Directorate: Customer Directorate

Job Title: Data Analyst – Customer Insight

Pay Band: Band C, HEO equivalent (£30,389 - £37,806)

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

Location: 102 Petty France, London

Duration: Permanent

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.

Background

HM Courts and Tribunals Service underpins the delivery of justice, making sure trials and hearings run fairly and efficiently. Every year, millions of people seek justice in our courts and tribunals and we are here to ensure anyone in need of our courts and tribunals receives a service that suits their needs.

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 – Customer Insight

The Insight and User Research function is a newly established team who will ensure that our understanding of customer characteristics, behaviours and needs, is analysed and shared in inspiring ways to inform decision making throughout HMCTS. This an exciting opportunity to be part of a new, multidisciplinary team, setting the direction for the use of analysis of customer/citizen data to create insight across digital services, customer service, and operational delivery teams.

You will support the development and deployment of a multi-disciplinary insight approach, including utilising data led testing of digital services, analytics, data science and UX research to create a comprehensive and effective view of our customers. We are looking for experienced analysts who can work flexibly and take personal responsibility for the work they lead on. This work will be challenging and offers a wide range of opportunities to develop your skills and career and make a real difference.

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 our services. Current projects include:

- Customer segmentation: to improve our understanding of the different parties involved in 4 million cases per year across the civil, family, crime and tribunal jurisdictions, you will combine HMCTS data with external reference data, from a range of sources, e.g. to complete geodemographic analysis using postcode data. This will involve data manipulation, modelling and visualisation.
- Complaints and feedback data: historical and more recent data on complaints and feedback provide an opportunity to learn about the concerns of court users by jurisdiction and service. As well as summary analysis, there may be opportunities to apply natural language processing.
- Analysing changes in channel usage: as online channels are developed and reformed, you will use data from Google Analytics on gov.uk, our call service centres, and other sources, to understand the channel mix that customers are using and how this changes as reforms are implemented.

The role presents a rare opportunity to analyse the characteristics and behaviour of a wide variety of people, at scale, to inform the development of new services and continually improve the customer experience in the operational business. 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 support the development of customer analysis across the organisation, 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 Lewis Crouch Lewis.Crouch@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:

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| 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 |
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| Leading and communicating | <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 |
| Managing a Quality Service | <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 |

Detailed guidance on the Civil Service competency framework can be found at:
<https://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 HEOs or from EOs on promotion.

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 complete 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 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.

Terms & Conditions

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.

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.