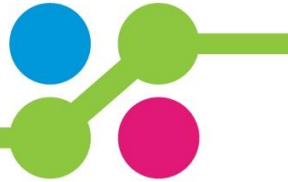




Office of the  
Public Guardian



# Operational Delivery Manager

Office of the Public Guardian

Pay Band B

Closing Date: 23:55 19<sup>th</sup> April 2021

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## Welcome to the Office of the Public Guardian (OPG)

“ Thank you for your interest in a career at the Office of the Public Guardian (OPG). ”

OPG offers a great opportunity to contribute to some vital work which will only increase in its significance as we react to the needs of an ageing population. Simply put, our purpose is to protect adults at risk and support them to make their own decisions – you can come into the office every day knowing you’re making a difference to people’s lives.

We work hard to make OPG a brilliant place to work, putting our values at the heart of everything we do. We’re passionate about inclusion and creating a sense of belonging for all our people. With a wide range of staff networks, there’s rarely a week that passes without an opportunity to celebrate and embrace our successes and our diversity. We also place a value on learning, training and flexible working.

The following pages of this pack will tell you more about OPG and the nature of the role you’re applying for.

If you believe you have the experience and qualities we’re seeking, we look forward to hearing from you.

**Nick Goodwin**

Public Guardian



## About the OPG

### Role and Responsibilities

The Office of the Public Guardian (OPG) is an executive agency of the Ministry of Justice (MOJ).

Our Chief Executive, Nick Goodwin, is responsible to the Lord Chancellor and Secretary of State for Justice for the effective operation of the agency.

OPG supports the Public Guardian in carrying out the legal functions of the Mental Capacity Act 2005. The Act protects people in England and Wales who do not have the mental capacity to make certain decisions for themselves in relation to their health and welfare or property and financial affairs. OPG has a role in supporting and providing safeguarding to the adults at risk who we come into contact with.

### OPG is responsible for

Registering lasting and enduring powers of attorney (LPAs and EPAs) so that people can choose who they want to make certain decisions on their behalf, if they lose capacity to make those decisions for themselves.

Maintaining the public register of attorneys and deputies appointed by the Court of Protection.

Supervising deputies appointed by the Court of Protection, making sure they carry out their responsibilities in the best interests of their clients and in line with the requirements of the Mental Capacity Act, and carrying out investigations and taking action where there are concerns about an attorney or deputy.

[OPG Business Plan 2019-20](#)



## OPG Values

### PURPOSE

Justice matters. We are proud to make a difference for the public we serve.

### OPENNESS

We innovate, share, and learn. We are courageous and curious, relentlessly pursuing ideas to improve the services we deliver.

### HUMANITY

We treat others as we would like to be treated. We value everyone, supporting and encouraging them to be the best they can be.

### TOGETHER

We listen, collaborate and contribute, acting together for our common purpose.



## OPG Locations



### Axis Building, 10 Holliday Street, Birmingham, B1 1TF

Next door to the Mailbox, the nearest train stations are Birmingham New Street, Moor Street and Snow Hill, all a short walk away.

There is no onsite car parking available.

A secure bike shed is available for cyclists.



### Embankment House, Waterside Business Park, Electric Avenue, Nottingham, NG80 1EH

The nearest train station is Nottingham and you can get to Embankment House by catching the Navy 49 or 48 buses from next to the station, Monday to Friday, every 15 minutes (journey time of approximately 8 minutes).

Limited onsite car parking is available on a rota basis along with a bike storage facility.

## What's it like to work for OPG?

“ My role is to help the business understand its performance and impact on our customers. When I joined OPG I was also training as a Magistrate and OPG really supported me. Flexible working helped me do my training alongside my job. I've been doing both roles ever since. I've worked at OPG for 10 years and that feeling of helping people is what makes me want to come to work every day. ”

Supriya, Performance Manager

“ I'm proud to work at the OPG because it has given me the right support I need in order to progress and I have met a lot of good people. ”

Aaron, General Case Manager

“ I joined OPG as an Administrative Officer from the private sector and the biggest difference was the purpose of my role. Previously, I'd only worked for profit organisations where the main objective was to maximise company revenue. At OPG our goal is to protect and safeguard vulnerable adults and it's great knowing my work will help someone and I can play my part serving society. ”

Sunyana, Project Support Manager

“ Every day I am surrounded by colleagues offering fantastic support to our customers and to each other. ”

Nuala, Deputy Head of Supervision and Investigations Services

“ Someday we will all be our clients and someone needs to be there to look out for them. I'm proud to be one of those people. ”

Harry, Senior Investigator

“ I am proud to work at OPG because I see first-hand the positive difference we make to countless people who are facing emotionally difficult and challenging situations. ”

Ali, Deputy Head of Power of Attorney Services





## Career progression potential at OPG

Stephen talks about the opportunities he's had to develop his career at OPG.



“ I joined OPG as an Administrative Assistant (Band E). I got on really well with my new colleagues but wanted to get more experience and successfully applied to be an Executive Officer (Band D) line manager. My new role was brilliant and I gained a lot of valuable experience very quickly.

I moved roles, into IT Support, getting new experiences, new skills and seeing new areas of the business. I loved the job. I had a high-level of autonomy, and it was a problem-solving role which fitted me to the core.

I moved again, to the Continuous Improvement team. The problem-solving aspect appealed massively to me. It was a fantastic role – really understanding how each part of the business worked and collaborated. Lots of training was made available too and I took every opportunity. I honed my mentoring skills which also

developed me. I worked with the Investigations team who had a number of problems which provided opportunities to really improve customer service.

I successfully applied for a Senior Investigators (Band C) position and was tasked with trialling a new way of managing cases and training new Investigators. I really worked on my soft skills, which were my weakest - but this was a good opportunity to improve that.

The next opportunity was the role of Service Manager (Band B), it was the role for me. I was successful, and then worked really hard to add value to the business.

So there's my career to date. I'm now in a place where I am thinking again about next steps, but I will follow my own advice and look for a role that interests and challenges me. ”



# About the role

## Job Title

Operational Delivery Manager

## Location

Birmingham

Please note the requirements for travel and level of flexibility available as set out in the FAQs section.

## Salary

The starting salary for this role is £30,989

Existing Civil Servants will be appointed in line with the Civil Service pay rules in place on the date of their appointment.

## Contract Type

This role is being offered on a Permanent basis.

## The Role

OPG is currently going through an extensive period of organisational change. This will be delivered by our transformation programme – “OPG 2025”. The ambitious plan is about changing the way we provide services. It will help us meet the growing needs of our users, partners and our stakeholders. It will make sure our users experience a better level of support. Overall, it will help us to respond to the changing needs of society. This is so we can better support adults at risk and create high-quality services that are accessible and affordable.

OPG is aiming to have a Digital Power of Attorney in place that meets our customer and stakeholder needs. We aim to have a multiskilled, flexible workforce, working within office/home based locations to meet civil service environment.



## Responsibilities for all successful candidates include:-

- Leading and managing both front line staff and managers to deliver PoAS performance targets, setting priorities and providing direction and support.
- Fully utilise MI, ensuring performance targets are monitored, reviewed and achieved.
- Direct line management of Band C (HEO) managers across several functions.
- Developing and coaching unit managers in a continuous improvement environment to deliver outstanding customer service and operational excellence.
- Leading the development of the staff engagement plan in your area and take an active role to ensure you are a visible leader.
- You'll have a strong knowledge of HR policy where you will oversee performance, attendance and conduct issues, taking action as appropriate in accordance with MOJ policy, whilst also recognising positive performance using reward and recognition schemes.
- Ensure that managers and staff have comprehensive L&D plans.
- Develop effective talent management within your teams
- Role model leadership skills and values as set out in the Leadership statement
- Work with internal stakeholders to ensure the delivery of a high-quality service for our customers. Take a collaborative approach to working with colleagues across the OPG and wider as necessary.
- Manage and deliver change through a continuous improvement approach, developing and implementing strategies which deliver organisational change.
- Be accountable for the delivery of specific projects to improve service quality and timeliness to customers
- Participate in PoAS and Operations Directorate Senior Leadership Team to deliver OPG, Operations and PoAS priorities.
- Contribute to the development of workforce profiling, forecasting and general resource plans.
- You will be responsible for, and be open and comfortable with, leading and engaging your team through periods of change, particularly OPG 2025. You will deliver change and communicate as a positive, visible and approachable leader feeding back through the most appropriate channels.
- You will positively promote and implement diversity and equality of opportunity in all areas of work supporting initiatives within the organisation. You will also support and promote staff networks and diversity groups across the organisation.
- You will be clear, honest and transparent in your communication and management, making decisions that involve the relevant people at the right time, involving frontline staff in decision making where able.

## **Application process**

This vacancy is being advertised using Success Profiles. Candidates will be expected to provide a supporting personal statement of no more than 1000 words capturing your suitability for the role based on the job description, essential and desirable criteria. This should focus clearly on outlining your suitability for the post and what you feel you would gain in your personal development from the role.

### **Essential:**

- Ability to motivate, lead and manage large multi-functional teams across your business areas
- Proven record of applying HR policies and procedures
- Ability to deliver, through others, on the change agenda, alongside the development and implementation of digital services and products
- Effective delivery of people strategies including L&D, diversity and inclusion and effective staff engagement
- Ability to coach and develop others.
- Strong oral and written communication skills

## **Interview Process**

If you are successful at sift, you will be invited to an interview which will follow the Success Profiles process. You will be asked to prepare and deliver a short presentation at the interview (details will be sent to shortlisted candidates). You will also be asked:

- strength-based questions relating to your experience in managing and leading large teams
- questions relating to the following Civil Service behaviours:

- **Leadership**
- **Communicating and Influencing**
- **Changing and Improving**
- **Managing a Quality Service**

## Benefits of working for the OPG



Whatever your role, we take your career and development seriously, and want to enable you to build a successful career with the OPG, Ministry of Justice and wider Civil Service. It is crucial that our employees have the right skills to develop their careers and meet the challenges ahead, and you'll benefit from regular performance and development reviews to ensure this development is ongoing. As an OPG employee, you'll be entitled to a large range of benefits.

### Equality, Diversity and Inclusion

**The Civil Service values and supports all its employees.**

We have strong and pro-active staff networks, special leave policies for hospital appointments, reasonable adjustments put in place for those who need them, and diversity talent programmes to help everyone irrespective of background, to achieve their potential.

### Pension

**Your pension is a valuable part of your total reward package.**

A competitive contributory pension scheme that you can enter as soon as you join where we will make a significant contribution to the cost of your pension; where your contributions come out of your salary before any tax is taken; and where your pension will continue to provide valuable benefits for you and your family if you are too ill to continue to work or die before you retire. Visit [www.civilservicepensionscheme.org.uk](http://www.civilservicepensionscheme.org.uk) for more details.

### Flexible arrangements to enhance 'work/life balance'

- Standard 37 hour working week.
- Weekday working only (no mandatory weekend shifts).
- Flexible working arrangements (reduced hours and/or days) available.
- Flexi time – start between 7:00 am and 10:00 am and finish between 3:00 pm and 7:00 pm, Core hours being 10:00 am to 3:00 pm.
- Twilight shift - 6 hours per evening, starting at 4:00 pm.
- OPG encourages smarter and remote (including home) working for some roles.
- Generous paid paternity, adoption, maternity and sickness leave.
- Up to 5 days paid Special Leave per year for voluntary service.
- Job-share scheme.
- Career Break or Sabbatical leave of up to 5 years.
- Onsite kitchen facilities.

- Bike storage facilities.
- 6 month probation period for all new entrants.

### Flexible benefits

- Recognition & Reward scheme.
- Salary sacrifice arrangements for childcare vouchers.
- Travel permits, bicycles and voluntary benefits such as retail vouchers and discounts on a range of goods and services.
- 'Cycle to Work Scheme hire a bike and safety equipment, tax-free, if you use it to get to and from work.
- Salary advance for annual travelcards.
- Free flu jab and annual sight tests.
- Free access to an Employee Assistance Programme which provides legal advice, counselling, mediation services.

### OPG is committed to staff development and offers an extensive range of training and development opportunities:

- 2-year Apprenticeships (1 day study per week on full salary) leading to industry-recognised qualifications.
- 50 paid Learning Hours per year.
- Mentoring.
- Secondments.
- Extensive support networks (e.g. Diversity & Inclusion Forum, Gender Equality Forum, Spirit (LGBTQ+) network, PROUD Black and Minority Ethnic network, Project Race, Mental Health Allies, Equality, Diversity and Inclusion Advisors, Faith Forum, Christian network, Dharmic Faiths network, Muslim network, Carers Network, Disability network, Wellbeing Champions).

## Our Recruitment Process

This vacancy will use Success Profiles as a recruitment process and we will assess your strengths and behaviours.

Please use the following link for further details of Success Profiles:-

<https://www.gov.uk/government/publications/success-profiles>.

## Success Profiles

The Success Profile Framework was introduced to attract and retain people of talent and experience from a range of sectors and all walks of life, in line with the commitment in the Civil Service Workforce Plan. The five elements of Success Profiles will assess candidates using a variety of selection methods which could include the applications form, CV's personal statement, situational judgment tests and interview.

**Behaviours** – the actions and activities that we do which result in effective performance in a job, these are very similar to the old style competencies. These can be assessed at sift and interview.

**Experience** – the knowledge or mastery of an activity or subject gained through involvement in or exposure to it.

**Ability** – the aptitude or potential to perform to the required standard.

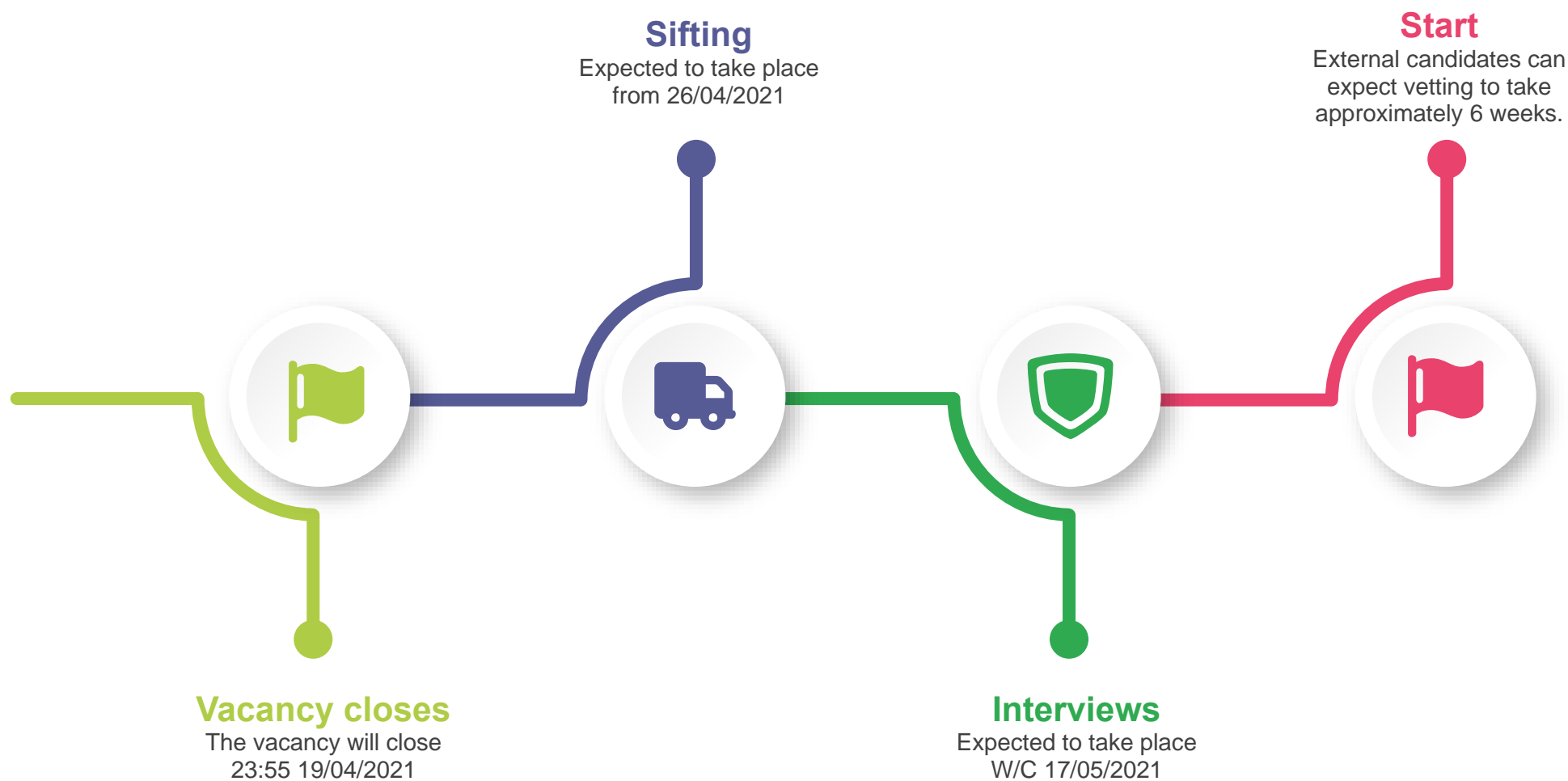
**Strengths** – the things we do regularly, do well and that motivate us. These can only be assessed at interview.

**Technical** – the demonstration of specific professional skills, knowledge or qualifications.



## Recruitment Timeline

Candidates are asked to note that these dates are only indicative at this stage and could be subject to change.





## FAQs

### Can I apply if I am not currently a civil servant?

Yes. This role is open to suitably qualified people in the external market and to existing civil servants and those in accredited Non Departmental Bodies.

### Is this role suitable for part-time working?

This role is available for full-time, part-time or flexible working arrangements (including job share partnerships). If you wish to discuss your needs in more detail please get in touch with the named point of contact in this pack.

### Will the role involve travel?

Travel to other OPG sites may be required.

### Where will the role be based?

If successful you will be based in Nottingham. Unfortunately relocation costs will not be reimbursed.

### Can I claim back any expenses incurred during the recruitment process?

No. Unfortunately we will not be able to reimburse you, except in exceptional circumstances and only when agreed in advance.

### What nationality do I need to hold in order to apply?

To be eligible for employment to this role you must be a national from the following countries:

- The United Kingdom
- The Republic of Ireland
- The Commonwealth\*

- A European Economic Area (EEA) Member State
- Switzerland
- Turkey

Certain family members of EEA, Switzerland and Turkish nationals are also eligible to apply regardless of their nationality.

(\*Commonwealth citizens not yet in the UK, who have no right of abode in the UK and who do not have leave to enter the UK are ineligible to apply.)

For further information on whether you are eligible to apply, please visit [Gov.UK](https://www.gov.uk).

### Is security clearance required?

Yes. If successful you must hold, or be willing to obtain, security clearance to DBS (standard) level. More information about the vetting process can be found [here](#).

### What reasonable adjustments can be made if I have a disability?

We are committed to making reasonable adjustments in order to support disabled job applicants and ensure that you are not disadvantaged in the recruitment and assessment process.

### Do you offer a Guaranteed Interview Scheme for Disabled Persons?

Disabled applicants who meet the minimum selection criteria in the job specification are guaranteed an interview. Selection will be on merit. If you wish to claim a guaranteed interview under the Disability Commitment, you should complete the relevant section of the online application. It is not necessary to state the nature of your disability.



### What do I do if I want to make a complaint?

The law requires that selection for appointment to the Civil Service is on merit on the basis of fair and open competition as outlined in the [Civil Service Commission's Recruitment Principles](#).

If you feel your application has not been treated in accordance with the Recruitment Principles, and you wish to make a complaint, you should contact [OPGWorkforceResourcing-RecruitmentCampaigns@justice.gov.uk](mailto:OPGWorkforceResourcing-RecruitmentCampaigns@justice.gov.uk) in the first instance.

If you are not satisfied with the response you receive from the Department, you can contact the [Civil Service Commission](#).

### What should I do if I think that I have a conflict of interest?

Candidates must note the requirement to declare any interests that might cause questions to be raised about their approach to the business of the Department.

If you believe that you may have a conflict of interest please contact [OPGRecruitment@publicguardian.gov.uk](mailto:OPGRecruitment@publicguardian.gov.uk) before submitting your application.

## Diversity & Inclusion

The Civil Service is committed to becoming the most inclusive employer in the UK.



We are committed to understanding, respecting and representing as broad a range of views and backgrounds as we have in UK society. We know that diverse perspectives and experiences are critical to an effective, modern Civil Service.

Our vision is to ensure the Civil Service represents modern Britain and is a truly inclusive employer – an example to other employers. We will create an organisation where diversity is not only respected and valued – but celebrated.

### What's in it for me?

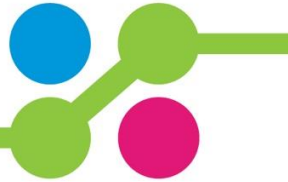
We want to maximise the potential of everyone who chooses to work for us – regardless of background.

If you're interested in becoming a world class leader, developing your career with us – starting with this interesting and challenging role – or doing things differently and inspiring colleagues, then the Civil Service is the place for you.

Our passion for diversity and equality means creating a work environment for all employees that is welcoming, respectful, engaging, and enriched with opportunities for personal and professional development.

### What's next?

You've taken the first step and looked through this job pack to understand the skills and experience needed to perform this role. Now join us in achieving our ambitions and let us help you achieve yours. [Read more.](#)



## Contact us

We encourage candidates to thoroughly review the Candidate Information Pack which explains the role and requirements before submitting an application.

To contact Shared Services Recruitment Team please email **[MoJ-recruitment-vetting-enquiries@sscl.gse.gov.uk](mailto:MoJ-recruitment-vetting-enquiries@sscl.gse.gov.uk)**.

Should you have any queries regarding the job role please email **[OPGWorkforceResourcing-RecruitmentCampaigns@justice.gov.uk](mailto:OPGWorkforceResourcing-RecruitmentCampaigns@justice.gov.uk)**