



# HM Courts & Tribunals Service

**Her Majesty's Courts and Tribunals Service**

**Directorate: HMCTS Customer Directorate**

**Pay Band: Band B (SEO equivalent)**

**Job Title: Senior Analyst: Enterprise Performance Framework Design (2 posts)**

**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 Enterprise Performance Framework 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**

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 are focused on radically improving the journey for all, to ensure that they feel like the system is designed to support them through the justice process. Our performance framework has been designed around the people who use it. In broad terms generating simplicity and confidence in

our justice system is our primary goal and this team is focused on ensuring we measure the right things, in the right ways so that we know if we are achieving our objectives.

### **Enterprise Performance Framework Design**

The Enterprise Performance Framework Design team is a cross cutting and enabling team which is designing the measures and data that our organisation needs to run itself in the future. The team is responsible for designing measures that are discussed at the HMCTS Board all the way through to local court buildings to ensure we are focusing on delivering Just, Proportionate and Accessible services. To do this we are harnessing the opportunity of our reform programme to build new ways of collecting data and are using this data to design new measures of our performance across all the services that we provide. At the end of the project we will have developed a new way of measuring performance across the organisation. To achieve this, we have developed a multi-functional team across this enterprise-level performance project and Customer Directorate which provides expertise in a range of areas including: data analysis, social research, behaviour change, data visualisation and data science.

### **Key responsibilities**

You will work on a variety of projects that require analytical thinking and hands-on approaches to generate insights on to inform our measure design. During your role you will deliver:

- New core measures that will be used from 2020/21 to measure the performance of the organisation (for example, timeliness, effort, repeat contact). The measures will be used for decision making at the HMCTS Board and Service Performance Boards all the way through to delivery teams within operations
- Service specific measures that enable us to understand how we are performing in a particular area (e.g. interaction with government departments)
- Collaborative work with our delivery team to design how we visualise the measures (currently in Power BI) so that the data is communicated effectively to provide insight and enable decision making.

While in post you will take ownership for the design of specific measures. You'll be working with stakeholders, the senior management team and the judiciary to make sure we measure what matters, focusing our resources effectively on the things that we can take action against to improve the service we deliver. The role presents a rare opportunity to analyse data sets, define new data requirements and propose new approaches to measuring and understanding the performance of a large operational organisation.

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 design measures that capture these nuances, understanding what behaviour will be driven by the proposals that we make. You will build relationships and collaborate 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 Marianne Abery,  
[Marianne.Abery@justice.gov.uk](mailto:Marianne.Abery@justice.gov.uk)

## Key Civil Service Competencies and Essential Skills

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:

<b>Specialist skills</b>	<ul style="list-style-type: none"><li>• Applying analytical/statistical thinking to identify opportunities for analysis and select the most appropriate techniques to support evidence-based decision making.</li><li>• Project management skills to agree priorities with the Enterprise Performance team and our stakeholders across the Reform programme, and other analysts across the Ministry of Justice (data processing and analysis).</li><li>• Understanding of how to visualise data to enable actionable insight</li><li>• If you're also skilled in programming skills in R or equivalent languages to ensure analysis is robust, documented and reproducible please include this in your CV. Evidence of using SAS, Python etc is acceptable</li></ul>
<b><u>Leading and communicating</u></b>	<ul style="list-style-type: none"><li>• Communicate using appropriate styles, methods and timing, to maximise understanding and impact of your analysis</li><li>• Communicate in a straightforward, honest and engaging manner with all stakeholders and stand ground when needed</li></ul>
<b><u>Managing a Quality Service</u></b>	<ul style="list-style-type: none"><li>• Make effective use of project management skills and techniques to deliver outcomes, including identifying risks and mitigating actions</li><li>• Work with a project team to set priorities, goals, objectives and timescales</li></ul>

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

These are two 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 up to three days leave each year. There is additional paid time off for public holidays and a 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.