Portfolio Business Partner

Department:	Ministry of Justice (MoJ)
Unit:	Project Delivery Directorate
Location:	This role is predominately London based with a minimum requirement of 3 days a week in London
Salary:	Band A
Contract:	Full time / Permanent

Summary

MoJ has ambitious plans to reform the justice system and at the same time transform itself into a smarter, simpler and more efficient department. The scale and pace of the reforms is challenging and requires a large portfolio of interconnected policies, projects and business changes to be delivered successfully.

As part of the Portfolio & Assurance Team your key challenge will be to create the conditions for the successful delivery of these changes in MoJ. You will have a passion for delivering change and the personality to lead and influence people throughout the department. Your primary focus will be to help Senior Responsible Owners (SROs) and their teams to set up for success and to resolve cross cutting issues so that they can get on and deliver. As the lead for the delivery of our services in one of MoJ's business areas, you will enjoy providing excellent customer service and building strong relationships with the business.

This is a unique opportunity for ambitious, self-starters to work at the heart of MoJ on one of the biggest reform agendas in Whitehall. We are building the team now and welcome applications from high calibre individuals who would like to be involved in leading the team and developing our services.

Key responsibilities

As a portfolio business partner, you will own our relationship with a part of the MoJ and lead the delivery of our services to that business. Your objectives will be to:

- Provide a clear line of sight of project performance to inform the regular updates to MoJ Investment Committee, Executive Committee and the Permanent Secretary

- Be an informed 'critical friend' to help monitor progress and assess overall confidence in successful delivery through constructive challenge of plans and the organisation's readiness to deliver them

- Develop strong relationships with SROs and their teams, and an environment that supports collaboration, openness and transparency

- Bring to bear on change plans, relevant lessons learned from across government, past and present

- Ensure that appropriate assurance is in place for all projects

- Identify cross-cutting risks, issues and dependencies where they relate to the delivery of change

- Maintain a clear view of the 'path to green'; i.e. the key actions required to improve delivery confidence

- Act as a single point of contact for project leaders to access project delivery guidance and support services

- Make connections with delivery professionals and change leaders across government

Skills and Experience

You will have experience of delivering change in Government and a keen interest in how we can improve the delivery of change. This may come from a background in policy, operations or project delivery. Your skills and experience should include:

- Building strong stakeholder relationships that are based on openness and trust

- Constructively challenging delivery teams and senior leaders on delivery plans and readiness to deliver them

- Thinking strategically about the root causes of issues and risks and how they should be addressed

- Working across boundaries, collaborating with and drawing on resources from across government and externally

- Working independently and flexibly with a focus on delivering outcomes, not just following process

- Leading by example and role modelling behaviours that support the successful delivery of change

- Inspiring and influencing stakeholders of all levels throughout MoJ to improve the delivery of change

- Adopting an optimistic and pragmatic approach to solving problems

- Having a knowledge and an interest in delivery methodologies and techniques and how to apply them

Competencies

You will be required to provide evidence of the competencies as set out in the Civil Service Competency Framework including:

Seeing the Big Picture
- Anticipate economic, social, political, environmental and technological developments to keep activity relevant and targeted

- Identify implications of Departmental and political priorities and strategy on own area to ensure plans and activities reflect these

- Create policies, plans and service provision to meet citizens' diverse needs based on an up-to-date knowledge of needs, issues and relevant good practice

- Ensures relevant issues relating to their activity/policy area are effectively fed into strategy and big picture considerations

- Adopt a Government-wide perspective to ensure alignment of activity and policy

- Bring together views and perspectives of stakeholders to gain a wider picture of the landscape surrounding activities and policies

Making Effective Decisions
- Push decision making to the right level within their teams, not allow unnecessary bureaucracy and structure to suppress innovation and delivery
- Weigh up data from various sources, recognising when to bring in experts/researchers to add to available information
- Analyse and evaluate pros and cons and identify risks in order to make decisions that take account of the wider context, including diversity and sustainability
- Draw together and present reasonable conclusions from a wide range of incomplete and complex evidence and data – able to act or decide even when details are not clear
- Identify the main issues in complex problems, clarify understanding or stakeholder expectations, to seek best option
- Make difficult decisions by pragmatically weighing the complexities involved against the need to act

Collaborating and Partnering
- Actively build and maintain a network of colleagues and contacts to achieve progress on objectives and shared interests
- Demonstrate genuine care for staff and others – build strong interpersonal relationships
- Encourage contributions and involvement from a broad and diverse range of staff by being visible and accessible
- Effectively manage team dynamics when working across Departmental and other boundaries
- Actively involve partners to deliver a business outcome through collaboration that achieves better results for citizens
- Seek constructive outcomes in discussions, challenge assumptions but remain willing to compromise when it is beneficial to progress

Delivering at Pace
- Get the best out of people by giving enthusiastic and encouraging messages about priorities, objectives and expectations
- Clarify business priorities, roles and responsibilities and secure individual and team ownership
- Adopt clear processes and standards for managing performance at all levels
- Act as a role model in supporting and energising teams to build confidence in their ability to deliver outcomes

- Maintain effective performance in difficult and challenging circumstances, encouraging others to do the same

- Review, challenge and adjust performance levels to ensure quality outcomes are delivered on time, rewarding success

Managing a Quality Service

- Exemplify positive customer service behaviours and promote a culture focused on ensuring customer needs are met

- Establish how the business area compares to customer service expectations and industry best practice and identify necessary improvements in plans

- Make clear, pragmatic and manageable plans for service delivery using programme and project management disciplines

- Create regular opportunities for staff and customers to help improve service quality and demonstrate a visible involvement

- Ensure the service offer thoroughly considers customers' needs and a broad range of available methods to meet this, including new technology where relevant

Leading and Communicating

- Be visible to staff and stakeholders and regularly undertake activities to engage and build trust with people involved in area of work

- Clarify strategies and plans, giving clear sense of direction and purpose for self and team

- Stand by, promote or defend own and team's actions and decisions where needed

- Confidently engage with stakeholders and colleagues at all levels to generate commitment to goals

- Lead by example, role modelling ethics, integrity, impartiality and the elimination of bias by building diverse teams and promoting a working environment that supports the Civil Service values and code

- Be open and inviting of the views of others and respond despite pressure to ignore, revert or concede