



HM Courts &
Tribunals Service

Candidate Information Pack

HM Courts & Tribunals Service (HMCTS)
Courts and Tribunals Service Centres

**CTSC Team Leader
EO**

Birmingham CTSC



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Background to HMCTS

HM Courts and Tribunals Service is responsible for the administration of criminal, civil and family courts and tribunals in England and Wales, and non-devolved tribunals in Scotland and Northern Ireland. We are an executive agency of the Ministry of Justice. Every year, we handle more than 2 million criminal cases, 1.8 million civil claims, 150,000 family law disputes, almost 800,000 tribunal cases and we collect over £440m of fines imposed by courts.

Our 15,000 people working in around 349 courts, tribunals and national centres, play a vital role in maintaining the rule of law, supporting access to justice for all, and providing support to an independent judiciary in the administration of justice.

HMCTS is in the fifth year of our ambitious six-year programme to reform the courts and tribunals system. Together, we are changing how we work to ensure that our justice system continues to lead and inspire the world, and works better for everyone, from judges and legal professionals, to witnesses, litigants and the vulnerable victims of crime.

Our new Courts & Tribunal Service Centres will deliver the majority of services direct to the public and will complement our local courts and tribunals. They will centralise our expertise, providing the right tools for the job with modern technology in well-equipped offices. This will help us provide an excellent service for people who need to access the justice system, wherever they live. Courts & Tribunal Service Centres are our administrative offices of the future, where our colleagues will, by the end of our transformation, deal with almost all types of court and tribunal cases. Four centres are already operational in Loughborough, Stoke, Birmingham, and Salford Quays.

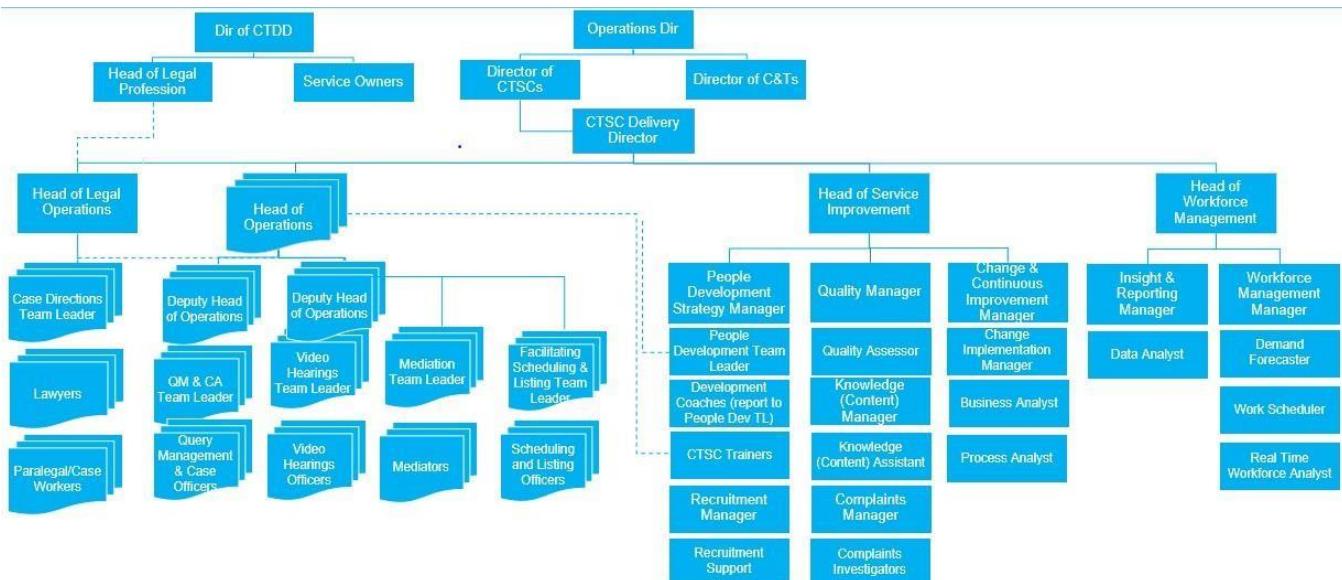
Courts and Tribunal Service Centres

The transformation of HMCTS is one of the most challenging and complex programmes in central government: by the time it completes in 2022/23, it will have radically changed how justice is delivered across England and Wales.

The Courts and Tribunals Service centres are the administrative offices of the future. Providing hubs for telephony, assisted digital, case progression and hearing support, these centres will provide a consistent national service that enables cases to move through to conclusion smoothly and that provide the right support to the local judiciary.

Spread nationally over several sites, these centres will be home to just under half of our workforce in total by the end of reform. We are working to reform a Justice system that has in the past relied heavily on paper based processes and the CTSCs are among the first steps in being able to support a modern, digital Justice system.

Organisational Chart – Courts and Tribunals Service Centres



Vacancy Description

Job Title	CTSC Team Leader (fixed Term up to 18 months)
Vacancy Description	<p>This role will provide day-to-day management and leadership to the CTSC Support Officer team, which are likely to be up to 12 staff, and will focus on the short to medium term direction of the team in cooperation with the other Team Leaders to ensure consistency and updating Service Delivery Managers on key activities and operational performance. The role will be responsible for coaching the team on service improvement and ensuring the teams provide an accessible and inclusive service to diverse service users through great people service skills.</p> <p>Key accountabilities include:</p> <ul style="list-style-type: none">• Coach, motivate and support CTSC Support Officers in their interactions with service users, both in terms of the quality and accuracy of interactions with service users, in line with quality standards, to ensure the delivery of a high quality user focused service on a daily basis and delivering a service focused on quality as well as timeliness• Work with Real-time Workforce Analysts to ensure service delivery is maintained during busy periods by making changes to the team's workflow and activities to ensure consistent delivery of excellent service to users and to maintain effective team performance• Work with the team and with other HMCTS teams to ensure business objectives and associated targets are met and team and individual performance is maintained• Work with Quality Assessors on improvements in staff performance and either coach for improvement or refer to People Development team for skills and knowledge development to ensure focus is maintained on upholding or improving standards of service delivery to users and supporting effective individual performance• Liaise with People Development team on development plans for staff and schedule development activity to ensure consistent levels of service to users is maintained and staff have the right knowledge and skills to meet various user needs• Provide pastoral support for CTSC Support Officer in day-to-day management issues• Lead the team in continuous improvement activity and feed this into the Continuous improvement workstream for CTSCs• Work with Workforce Planning & Work Scheduling teams to ensure staff details are up-to-date for scheduling and planning purposes so that the CTSC has the right people with the right skills and knowledge available at the right time

	<ul style="list-style-type: none"> • Provide support to the team with difficult & complex issues, and escalate if necessary • Ensure team and individuals maintain the essential required knowledge by enabling access to and checking staff have read relevant Knowledge articles to ensure their knowledge is accurate and up-to-date, and sharing information at daily TIB meetings, ensuring users are given the correct information they need, when they need it
Person Specification	<ul style="list-style-type: none"> • Leadership skills - to visibly demonstrate and embed the new culture and ways of working for CTSC in delivering service excellence across all CTSC jurisdictions • People management skills - to ensure team is working effectively together where necessary • Knowledge of, or willingness to learn HMCTS people policies, including performance management, attendance management, grievance and disciplinary policies - to manage team effectively and ensure continued service delivery to users • Knowledge of, or willingness to learn, business processes - to be able to coach and support team where needed • Knowledge of, or willingness to learn, IT systems used in the team, including voice recording - to be able to review individual and team performance and analyse areas for improvement or success • Knowledge of, or willingness to learn, quality and performance standards and KPIs • Coaching skills, to be able to support the team in improving service delivery

The Recruitment Process

How to Apply	<p>You will be provided with a link that takes you to the vacancy on Oleo. If you haven't applied for a role before, it will ask you to register or you can login if you already have login details.</p> <p>Please complete the application form with the requested details.</p> <p>You will be asked to complete a statement of suitability and a statement demonstrating a behaviour as part of the application process.</p>
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	<p>The statement of suitability provides an opportunity for you to consider why you are applying for the CTSC roles and will help you to prepare for the assessment stage.</p>
Overview of the Process	<p>Applications are invited online via CS Jobs www.civilservicejobs.service.gov.uk and your application will be managed through an online automated process.</p> <p>Following completion of the online application process, your application will be reviewed and you will be notified if you have or have not been successful at this stage. If you have been successful, you will be invited to book an assessment.</p> <p>The assessment will include an interview focusing on your behaviours and strengths, based on the Civil Services Success Profiles. For more information on success profiles, please visit - https://www.gov.uk/government/publications/success-profiles</p> <p>During the Interview you will be assessed on the following behaviours:</p> <ul style="list-style-type: none"> • Leadership • Managing a Quality Service • Delivering at Pace • Making Effective Decisions <p>You will also be assessed on strengths in the interview.</p> <p>Full details of the assessment process will be made available to candidates once invited to interview.</p>
Arrangements for interview	<p>The full details of the interview dates and times will be made available to successful candidates in due course.</p> <p>You will be advised of the format in advance.</p>
Further Information	<p>If you have any questions about the role or would like to discuss the post further, please contact NationalServicesResourcing@justice.gov.uk quoting the seven digit job reference number in the subject field.</p>
Alternative Formats	<p>If you wish to receive a hard copy of the information, or in an alternative format e.g. Audio, Braille, or large Font then please contact moj-recruitment-vetting-enquiries@sscl.gse.gov.uk</p>

Terms, Conditions and Benefits

The information offered in this document is supplied in good faith but does not in itself form any part of the contract of employment.

Appointment Term	Fixed Term Contract (up to 18 months)
Location	CTSC Birmingham
Working Arrangements	This role is available for full-time, or flexible working arrangements. Part-time working arrangements will also be considered.
Pension	<p>Your pension is a valuable part of your total reward package where:</p> <ul style="list-style-type: none"> the employer makes a significant contribution to the cost of your pension; your contributions come out of your salary before any tax is taken. This means, if you pay tax, your take-home pay will not be reduced by the full amount of your contribution; and 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. <p>For more information, visit http://www.civilservicepensionscheme.org.uk/</p>
Leave Allowance	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. 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.
Training and Development	<p>The Department offers engaging jobs in work that really matters; jobs which have a direct impact on the quality of public services. Roles can offer great job satisfaction and there are many opportunities to develop and progress both within the Department and across the wider Civil Service.</p> <p>To create a more skilled and unified organisation to transform services, the Civil Service is developing 10 specialist areas of expertise. www.gov.uk/government/publications/functional-model-for-more-efficient-and-effective-government</p> <p>These cross-government functions provide professional services and support to departments and supplement the 25 recognised professions within the Civil Service and who are there to support your own professional development www.gov.uk/government/organisations/civil-service/about/recruitment</p> <p>We are committed to investing in our staff and offer a range of work based training and qualifications, coaching and mentoring opportunities and a guaranteed five days of learning a year.</p>

Other Benefits	<ul style="list-style-type: none"> • 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. • Interest free season ticket and bicycle loans. • Some departments also offer onsite facilities including fitness centres and staff canteens.
Modernised Terms and Conditions	<p>Civil Servants taking up appointment on promotion will adopt the modernised Civil Service terms and conditions which came in to effect from 1 July 2013. Existing Civil Servants appointed on level transfer will retain their existing terms and conditions.</p>
Eligibility	<p>The post is advertised to suitably qualified people in the external market and on level transfer or promotion to existing Civil Servants and those in accredited Non Departmental Public Bodies.</p>
Security Clearance	<p>Before the appointment of the successful candidate can be confirmed, the Department will undertake background security checks. As part of this, we will need to confirm your identity, employment history over the past three years (or course details if you were in education), nationality and immigration status, and criminal record (unspent convictions only). The successful candidate must hold or be willing to obtain security clearance to Baseline (BPSS) clearance level.</p>
Nationality	<p>To be eligible for employment you must be a national from the following countries:</p> <ul style="list-style-type: none"> • The United Kingdom • The Republic of Ireland • The Commonwealth* • A European Economic Area (EEA) Member State • Switzerland • Turkey <p>Certain family members of EEA, Switzerland and Turkish nationals are also eligible to apply regardless of their nationality.</p> <p>(*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.</p> <p>Certain posts, notably those concerned with security and intelligence, might be reserved for British citizens, but this will not normally prevent access to a wide range of developmental opportunities within the Civil Service.</p> <p>This is not a reserved post.</p>

Conflicts of Interest

Candidates must note the requirement to declare any interests they may have that might cause questions to be raised about their approach to the business of the Department. They are required to declare any relevant business interests, shareholdings, positions of authority, retainers, consultancy arrangements or other connections with commercial, public or voluntary bodies, both for themselves and for their spouses/partners.

The successful candidate will be required to give up any conflicting interests and his/her other business and financial interests may be published.

If you believe you may have a conflict of interest, please contact moj-recruitment-vetting-enquiries@sscl.gse.gov.uk before submitting your application.

Equality and Diversity

The Department is committed to being an equal opportunities employer. We value and welcome diversity. We aim to develop all our staff to enable them to make a full contribution to meeting the Department's objectives, and to fulfil their own potential on merit. We will not tolerate harassment or other unfair discrimination on grounds of sex, marital status, race, colour, nationality, ethnic origin, disability, age, religion or sexual orientation. We will promote and support the use of a range of flexible working patterns to enable staff to balance home and work responsibilities; and we will treat people fairly irrespective of their working arrangements.

Under the terms of the Equality Act 2010, we are legally required to consider making reasonable adjustments to ensure that disabled people are not disadvantaged in the recruitment and selection process. We are therefore committed to meeting, wherever possible, any needs you specify in your application. We will also consider any reasonable adjustments under the terms of the Act to enable any applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Department uses the 'two ticks' Disability Symbol, showing it is an employer which has a positive attitude towards applications from disabled people. The Department also offers a Guaranteed Interview Scheme (GIS) for all disabled applicants. We are committed to interviewing all applicants with a disability who provide evidence of meeting the minimum requirements necessary for the post, as set out in this applicant pack.

To be eligible, your disability must be within the definition laid down in the Equality Act 2010. A disabled person is defined by the Equality Act 2010 as someone who has a physical or mental impairment, which has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities. For the purposes of this policy, these words have the following meanings:

- 'substantial' means more than minor or trivial
- 'long-term' means that the effect of the impairment has lasted, or is likely to last, 12 months (there are special rules covering recurring or fluctuating conditions)
- 'normal day-to-day activities' include everyday things like eating, washing, walking and going shopping.

Should you consider yourself eligible to apply for this post under the GIS, please complete the form at Annex B.

Civil Service Code

All civil servants are subject to the provisions of the Civil Service Code that details the Civil Service values, standards of behaviour and rights and responsibilities. For further information, visit [Gov.UK](#).

Complaints

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 moj-recruitment-vetting-enquiries@sscl.gse.gov.uk in the first instance.