



HM Courts & Tribunals Service

Her Majesty's Courts and Tribunals Service

Directorate: Digital and Technology Services (DTS)

Job Title: Product Manager

Pay Span or equivalent: Band B

Location: Birmingham, Manchester/Salford Quays, National

Contract type: Permanent

New recruits to the Civil Service joining MoJ are expected to join at the band minimum.

Existing civil servants applying on promotion will usually be appointed on the salary minimum of the 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.

Merit List:

HMCTS run a Merit List, where candidates who are unsuccessful at interview, by only a few points, can be offered other roles, at the same band, for up to 12 months!

So, it is always a good idea to apply for a role, and try as best as you can at interview, as you never know what future opportunities it may open! You will be able to view your status via the application screen. If you have been added to the Merit List, your status will show either Merit or Reserve list.

Background

**Do you want to be part of one of the largest tech programmes in Central Government?
Do you want to be empowered to be creative, curious and have your ideas listened to?**
These are exciting times at Her Majesty's Court and Tribunals Service (HMCTS). As an agency of the MoJ, we support the judiciary across England and Wales, and we are looking for talented people to help us achieve our ambitions. It will be challenging, important and rewarding.

Within HMCTS, Digital & Technology Services (DTS) is creating a place in which it is great to do work and part of our offer is brilliant training opportunities and support from expert colleagues. As well as that you'll find flexible working, an inclusive culture and a place where your opinion is valued.

We currently have over 50 experienced Digital Product Managers across MoJ and its agencies who make up the broader product community. You will be able to learn from others, share your knowledge and take part in informal support networks with your peers.

We design, build and support user-centred digital and technology services for the justice system: services that make a real difference to our staff, members of the public and their families who use them. Millions of people every year interact with our services, and Digital & Technology play an important role in improving access to justice and making that experience much easier and less distressing.

We are using digital, data and technology to build capability, work smarter and more efficiently. We want to create a digitally enabled end-to-end justice system which can adapt and respond to changing needs. We were the first digital team in a government department, and the first to deliver an exemplar service, with experts in web development, design, delivery and product management and user research, alongside around 50 organisations, including the courts service and Government Digital Service (GDS).

The Key Purpose of The Role

The Product Manager will coordinate the operation, support, maintenance and improvement of the digital/technology parts of an end-to-end service delivered by HMCTS to its users. Evolving from the Product Manager role in the teams that develop our new digital products, the role will be the central point of expertise that operates and keeps developing the product and the service it delivers. The post holder will work very closely with the HMCTS Service Manager who is ultimately accountable for a particular service and they will also draw on wider teams to run and improve the product.

Key responsibilities:

- Accountable for all aspects of digital/technology live service support and improvement for the end-to-end service (enabled by the product) delivered to the customer;
- Manage and control the digital and technology assets, resources, subscriptions and calendar of activities needed to keep the end-to-end service operating efficiently and effectively;
- Prepare and maintain analysis and knowledge to understand user needs for their product;
- Analyse and understand the technical and practical detail about how their product works, serves user needs and could be developed;
- Coordination of the multiple providers and suppliers involved in delivering the end-to-end service, both internal and external;
- Responsible for any necessary communications about all aspects of operating and developing their digital/technology product, as part of an end-to-end service delivered to HMCTS users;
- Act as a central contact point for all digital and technology matters related to their product;
- Develop, implement, maintain and review systems and service standards to provide quality, efficiency and value for money;
- Develop proposals to improve the quality of service with involvement from a diverse range of staff, stakeholders or delivery partners;
- Plan ahead but reassess workloads and priorities if situations change or people are facing conflicting demands;
- Development, delivery and operation of digital services, technology and ICT.

Essential Skills and Experience

- Previous experience of improving systems and structures to deliver with more streamlined resources;
- An understanding of risks and delivery of ongoing changes;
- Experience of managing teams and stakeholders to set priorities, goals, objectives and timescales;

- Knowledge or experience of data analysis;
- Previous experience/knowledge of software development and product management
- Experience in supplier management

Application process:

Submission of a CV highlighting your experience and skills against the criteria outlined in the Essential Skills above. You will then have an opportunity for an informal conversation and an interview using the areas of Success Profiles listed below to assess your suitability .

- **Experience** – As demonstrated by your CV
- **Behaviours** – The interview will involve a discussion around the behaviours listed below

In the Civil Service, we use [Success Profiles](#), a flexible framework, to assess candidates against a range of elements using a variety of selection methods, therefore giving you the opportunity to demonstrate the various elements required to be successful in the role.

At the interview we will be assessing your technical/specialist experience, outlined in the above role description, testing your ability through relevant assessments and asking you questions to assess behaviours and strengths. For this role, the behaviours required are:

Communicating and influencing	<ul style="list-style-type: none"> • Communicate in a straightforward, honest and engaging manner, choosing appropriate styles to maximise understanding and impact. • Encourage the use of different communication methods, including digital resources and highlight the benefits, including ensuring cost effectiveness. • Ensure communication has a clear purpose and takes into account people’s individual needs. Share information as appropriate and check understanding. • Show positivity and enthusiasm towards work, encouraging others to do the same. • Ensure that important messages are communicated with colleagues and stakeholders respectfully, taking into consideration the diversity of interests.
Making effective decisions	<ul style="list-style-type: none"> • Understand own level of responsibility and empower others to make decisions where appropriate. • Analyse and use a range of relevant, credible information from internal and external sources to support decisions. Invite challenge and where appropriate involve others in decision making. • Display confidence when making difficult decisions, even if they prove to be unpopular. • Consult with others to ensure the potential impacts on end users have been considered. • Present strong recommendations in a timely manner outlining the consideration of other options, costs, benefits and risks.
Seeing the big picture	<ul style="list-style-type: none"> • Understand the strategic drivers for your area of work. • Align activities to contribute to wider organisational priorities. • Remain alert to emerging issues and trends which might impact your work area. • Seek out and share experiences to develop knowledge of the team’s business area. Understand how the strategies and activities of the team create value and meet the diverse needs of all stakeholders.
Managing a Quality Service	<ul style="list-style-type: none"> • Demonstrate positive customer service by understanding the complexity and diversity of customer needs and expectations.

	<ul style="list-style-type: none"> • Deliver a high quality, efficient and cost effective service by considering a broad range of methods for delivery. • Ensure full consideration of new technologies, accessibility and costings. • Make clear, practical and manageable plans for service delivery. • Ensure adherence to legal, regulatory and security requirements in service delivery. • Proactively manage risks and identify solutions. • Establish how the business area compares to industry best practice. • Create regular opportunities for colleagues, stakeholders, delivery partners and customers to help improve the quality of service.
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Flexible working option: 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, plus bank holidays and 1 privilege day usually taken around the Queens’ birthday.

Great maternity, adoption, and shared parental leave, with up to 26 weeks leave at full pay, 13 weeks with partial pay, and 13 weeks further leave. And maternity support/paternity leave at full pay for 2 weeks, too!

Up to 5 days paid leave for voluntary work you may wish to undertake.

Working pattern: Full Time, Part-Time, Term-Time, Job Sharing, Flexible Working – real flexible working, whether working from home or remotely, working part-time, job sharing or working compressed hours, we have people doing it and are very happy to discuss options with you

Pension:

A generous pension scheme on average of up to 22%

Training:

HMCTS is committed to staff development and offers an extensive range of training and development opportunities through Civil Service Learning and with the assistance of our Learning and Development

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.
- Free annual sight tests for employees who use computer screens.