



HM Courts & Tribunals Service

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Region: South East

Job Title: Delivery Manager

Number of Vacancies: 2

- **X1 position to be based at Dartford County Court and Family Court, Home Gardens, DA1 1DX (with Responsibility and second base at Medway County Court and Family Court, Gun Wharf, Dock Road, Chatham, ME4 4AR. Travel to other local sites as required)**
- **X1 Position to be based at Maidstone Crown Court, The Law Courts, Barker Road, ME16 8EQ**

Duration: Permanent

Pay Span or equivalent: HEO

Salary: National Salary: £31,265 - £34,446. London salary range is £35,405 - £39,000. Salary is dependant on your base location.

Background:

HM Courts and Tribunals Service (HMCTS) is one of government's largest agencies, employing around 16,000 staff, with a gross annual budget of c£1.6bn, and operating across around 350 sites across England and Wales. Our work underpins justice, affecting the lives of millions every year.

Consequently, there are high expectations of all staff regardless of the job they do, and high performance is expected from everybody. The organisation is continuously adopting new or better ways of working to ensure that it focuses on just that which is essential.

HEO staff will need to display a commitment to four key principles: Continuous change, LEAN principles, managing uncertainty and improving performance. All those appointed to new roles in HMCTS must be wholeheartedly committed to these principles and evidence this in their application.

These operational roles are customer facing, requiring successful applicants to be office based to provide HMCTS services to the public. HMCTS offers a flexible working system in many of its offices, subject to business needs being met.

Overview

As a new organisation HMCTS is embarking on a period of significant change. Strong leadership is a critical element in this being successful. As a manager within HMCTS the jobholder must provide clear direction and focus, visibly championing the changes which deliver greater efficiencies. The Regional Delivery Directors expect all managers in the clusters to operate in a culture of openness and honesty, demonstrating a commitment to change through involvement and empowerment, and by delivering results.

The key purpose of the role is to

- Support the Cluster Manager and Cluster Operations manager by being responsible for managing functions within the cluster.

Key responsibilities

- Deliver a consistent and customer focussed service
- Ensure effective deployment of resources to meet operational needs.

- Ensure the delivery of cluster performance management objectives.
- Act as Responsible Officer as required.

Operations	<ul style="list-style-type: none"> • Maintain effective working relationships with the judiciary, supporting agencies, voluntary and user groups. Working with agencies to improve the level of service offered to users. • Provide direction and close support to local managers, setting local priorities which are consistent with the business plan • Lead Staff Forums as part of employee engagement activities to effect good working relationships with staff and to improve service delivery and staff morale / motivation • Ensure that team targets are met and resources are managed to deliver highly effective performance. • Identify process improvements, understanding and managing associated risks; building on team strengths to deliver business outcomes. • Ensure that Governance, risk management registers and contingency plans are in place and updated annually/monthly. • Ensuring compliance with HMCTS values, policies and procedures (including diversity, attendance and discipline, HMCTS Assurance Programme). • Ensure that local training needs are identified, assessed and training is delivered. • Perform Responsible Officer duties. This may include any of the following activities: <ul style="list-style-type: none"> o Identify and implement solutions to local problems o Ensuring IT/Workstation compliance at all times o Ensure compliance with health and safety requirements o Ensuring Risk Assessments take place at appropriate times o Maintenance of an up to date Asset Register o Ensure any issues regarding level of service for Estates Facilities Management are escalated to MoJ Estates o Constructively manage complaints within set timescales, and ensure corrective action taken where necessary. • Apply LEAN principles, tools and techniques to working practices to improve efficiency of operations. •
Managing casework	<ul style="list-style-type: none"> • Working with managers and staff to develop team plans which form part of the overall business plan for the cluster. • Setting local priorities and objectives within the context of national/regional strategies and plans.
Analysis	<ul style="list-style-type: none"> • Identifying and implementing solutions to local problems, referring more complex problems to the Cluster Operations Manager
Communicating with the public, the judiciary, other court & tribunals users and representatives of other agencies and organisations	<ul style="list-style-type: none"> • Maintain effective liaison with judiciary, user groups and representative organisations. • Thinking beyond own area of responsibility, considering wider policy and organisational implications of issues. • Develop local communication plans which meet the needs of the target audience.
Representation	<ul style="list-style-type: none"> • Representing the function you have been assigned to at an operational level
Team leadership	<ul style="list-style-type: none"> • Provide operational leadership to managers and staff and role model engaging behaviours. • Provide coaching to support and develop staff, guiding them through a substantial and significant change. • Ensure you and your managers support the ongoing use of TIB's and SOP's and

	<ul style="list-style-type: none"> empower and develop staff to achieve the highest performance standards. Ensure the application of MoJ HR policies and procedures.
Specialisms	<ul style="list-style-type: none"> To have a comprehensive knowledge of functions undertaken within the Cluster, to support the development and review of policies and procedures. To provide specific functions as directed by line management in line with the SOP for providing that service.
Financial Authority	<ul style="list-style-type: none"> Ensure effective deployment of resources to live within the allocated budget.
Accountability	<ul style="list-style-type: none"> Reporting to the Cluster Operations Manager / Cluster Manager.

Other duties

The post holder is required to work in a flexible way and undertake any other duties reasonably requested by line management which are commensurate with the grade and level of responsibility of this post.

Operational Delivery in HMCTS

This role is part of the Operational Delivery Profession. Operational delivery professionals are the outward face of government, providing essential services to the public in a variety of roles. They work in many different departments and agencies across the breadth of the UK, delivering service to customers in

- Face-to-face roles in HMCTS for example a court usher
- Contact Centre roles in HMCTS for example call centre advisers
- Processing roles in HMCTS for example Staff at the County Courts Money-Claims Centre and Courts and Tribunal Administration

Being part of the operational delivery profession means belonging to a cross-government community of people. This will offer you access to information on professional standards, skills development and qualifications to help you continue to improve your development and performance and expand your career options.

Application Process:

To apply for this position please complete the online application form, ensuring you provide the following:

A 250-word suitability statement against each of the following Success Profile Behaviours (Level 3):

- **Leadership**
- **Making Effective Decisions**
- **Communicating and Influencing**

In the event we receive a large volume of applications, we will sift using the lead Success Profile Behaviour: **Leadership**.

If selected for interview, the Success Profile Behaviours listed below will also be tested / assessed (Level 3).

- **Leadership**
- **Making Effective Decisions**
- **Communicating and Influencing**
- **Changing and Improving**

Interviews will test four Strengths. Please also note that interviews will be face to face.

Further information on Success Profile Behaviours and Strengths, as well as the required standards for this post (Level 3), can be found at:

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

If we receive applications from more suitable candidates than we have vacancies for at this time, we may hold suitable applicants on a reserve list for 12 months, and future vacancies requiring the same skills and experience could be offered to candidates on the reserve list without a new competition.

We welcome and encourage applications from everyone, including groups currently underrepresented in our workforce and pride ourselves as being an employer of choice. To find out more about how we champion diversity and inclusion in the workplace, visit:

<https://www.gov.uk/government/organisations/ministry-of-justice/about/equality-and-diversity>

The MoJ is proud to be Level 3 Disability Confident. Disability Confident is the approach through which we offer guaranteed interviews for all people with disabilities meeting the minimum criteria for the advertised role as set out in the job description.

Terms & Conditions:

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. Additional paid time off for public holidays and 1 privilege day. Leave for part-time and job share posts is 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.

Employee Discount Scheme

Provides discounts and offers for many high street and bespoke retailers

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.

Networks

The opportunity to join employee-run networks that have been established to provide advice and support and to enable the views of employees from minority groups to be expressed direct to senior management. There are currently networks for employees of minority ethnic origin, employees with disabilities, employees with caring responsibilities, women employees, and lesbian, gay, bisexual and transgender employees.