HM Courts & Tribunals Service

Directorate:	**Digital Technology Services (DTS)**
Government Agency:	**Her Majesty's Courts and Tribunals Service**
Pay Band:	**Grade 7**
Job Title:	**PMO Manager**
Location:	**National / London**
Term:	**Permanent**
Interview Location:	**Video conference via Teams**

Salary range:	**Inner London**	**£54,274 - £63,500**
	National	**£50,427 - £59,000**

Important salary details:
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 new pay band, or receive an increase of 10 percent on the current base salary, whichever is higher (This is restricted to the pay maximum of the new band).

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.

Introduction:

The DTS Infrastructure Programme includes modernising the court estate, utilising the latest technology to digitise courts where appropriate, speeding up and streamlining working practices, and provide much improved services for service users.

The Programme is ambitious and we need resilient, resourceful and adaptable people to make it happen. This is an opportunity to gain fantastic experience in a major Infrastructure programme, develop a range of effective business skills and play a key role in how justice is delivered in this country.

Can you deliver in a fast-paced environment that is changing constantly? Does developing pioneering new services focussed on the end-user excite you? If so, please read on and apply today.

Infrastructure Programme

The Infrastructure Programme within the HMCTS DTS is a group of enabling projects which will facilitate the delivery of improved customer service capability and nationalised services to HMCTS and its users.

Job Description:

The PMO team's core purpose is to ensure successful delivery of the Infrastructure Programme by providing specialist expertise, knowledge and facilitation across all projects. This includes, but is not limited to: change control, business case management, planning and dependency management, quality assurance, risk/issue management & reporting.

The PMO is also the central point of contact for Project Managers in the Programme, providing direct support and assistance with the management of their projects as well as challenging them to ensure that they are adhering to processes and providing information in a timely manner for internal and external reporting on the Programme.

As a PMO Manager, you will also act as a senior leader, and will play a key role in the execution of projects. This role will give you a fantastic opportunity to work closely with senior internal and external stakeholders at the heart of change; learn how a large and complex portfolio operates as well as develop a broad range of effective business skills.

Key Responsibilities:

Delivery & Leadership	• Champion best practice approach to project management across the programme, advocating for the latest standards and processes. • Collaborate with individual projects to ensure delivery of Business Case benefits and outcomes.
Resources	• Lead within the PMO and support Programme & Project Managers in the identification, recruitment, development, deployment and reassignment of resources throughout the project lifecycle.
Stakeholder Management	• Consult with project teams on the best tools and techniques for managing stakeholder relationships. • Provide assurance to internal and external reviews on the effectiveness of stakeholder management and engagement arrangements.
Risks & Issues	• Establish and own the processes and standards for managing risks & issues within the programme. • Provide assurance to internal and external reviews on the effectiveness of risk & issue management arrangements.
Project Planning	• Develop and maintain the project plan, capture assumptions and identify dependencies. Contribute towards the development of breakdown structures, quality criteria, product descriptions and monitoring strategy.
Assurance	• Lead on the planning, scheduling and management of assurance activities across a major project or portfolio of projects. • Ensure the alignment of key assurance activities to major delivery milestones and ensure these are integrated across interdependent projects.

Governance & Reporting	• Understand and communicate governance pathways – driving appropriate use of boards and building governance into the project cycle. • Monitor the effectiveness of controls and ensure that recommendations from external reviews are acted upon. • Analysis and challenge of reporting data.
Change Management	• Establish and implement protocols to change the scope of projects and update the business case, configuration documents, project control etc. as required.
Project Performance & Controls	• Collaborate with Project Managers to establish and operate project controls, reporting on project progress and status to appropriate bodies. • Identify common capabilities and opportunities for linking up, re-using and sharing of methods/resources between projects to ensure learning from experience is disseminated across the Programme.

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.

Skills & Experience:

To be successful in this position, you should be able to demonstrate a proven track record in the following areas:

Leadership	Strong, visible leadership to staff and stakeholders. The ability to engage, motivate and coach others. To act as a role model and inspire and empower others.
Working with ambiguity	The ability to work in an environment of uncertainty and continual change. Able to feel comfortable making decisions and setting direction without having the full picture and re-focus as details emerge. Can apply knowledge and techniques to reduce ambiguity.
Collaboration	The ability to establish and develop productive relationships with internal and external stakeholders, bringing people together to benefit the project.
Resource management	Able to identify, profile and secure the resources required to deliver a project.
Budgeting & cost management	Estimate costs, produce a budget and work with finance colleagues to control forecasts and actual spend against budget.
Asset allocation	The ability to recommend how financial and other resources should be allocated between projects to optimise the organisation's return on investment (ROI). This includes the determination of which projects should be initiated continued or closed to best support the organisations strategic objectives.

Essential Criteria:

- PRINCE2 Practitioner
- P3O Practitioner or Management of Portfolios Practitioner

Desirable Criteria:

- Managing Successful Programmes Practitioner
- Project Leadership Programme
- Managing Successful Programmes Advanced Practitioner
- APM Registered Project Professional

Application process:
The following areas of Success Profiles will be used to assess and score your application during the sift, and interview.

- **Experience –** As demonstrated in your CV, statement of suitability, and application form
- **Behaviours –** We will be using the 3 behaviours below.

Key Civil Service behaviours:
You will be required to provide evidence of the following key behaviours at Level 4.

Managing a Quality Service	- Demonstrate positive customer service by understanding the complexity and diversity of customer needs and expectations - 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
Changing and Improving	- Encourage, recognise and share innovative ideas from a diverse range of colleagues and stakeholders - Give people space to take initiative and praise them for their creativity - Create an environment where people feel safe to challenge and know their voice will be heard - Make changes which add value and clearly articulate how changes will benefit the business - Understand and identify the role of technology in public service delivery and policy implementation - Consider the full impact of implementing changes on culture, structure, morale and the impacts on the diverse range of end users, including accessibility needs - Identify early signs that things are going wrong and respond promptly - Provide constructive challenge to senior management on change proposals
Leadership	Promote diversity, inclusion and equality of opportunity, respecting difference and external experience.

	• Welcome and respond to views and challenges from others, despite any conflicting pressures to ignore or give in to them. • Stand by, promote or defend own and team's actions and decisions where needed. • Seek out shared interests beyond own area of responsibility, understanding the extent of the impact actions have on the organisation. • Inspire and motivate teams to be fully engaged in their work and dedicated to their role.

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.

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.

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.