HM Courts & Tribunals Service

Her Majesty's Courts and Tribunals Service

Directorate:	**Digital Technology Services (DTS)**
Pay Band:	**Band D**
Job Title:	**Service Support Analyst**
Location:	**Birmingham or Salford**
Term:	**Permanent**
Interview Location:	**Video conference via Teams**
Salary range:	**Hotspot: £22,566 - £26,901**
	National/National+: £21,170 - £25,350
Hours:	**Standard full-time working hours are 37 hours per week, across 5 days between Monday – Saturday. Operating business hours are between 8am to 8pm, Monday to Friday and 8am to 4pm on Saturdays. Work hours will be agreed with local line managers and in conjunction with the business needs of the role.**

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:
Her Majesty's Courts and Tribunals Service (HMCTS) is an agency of the Ministry of Justice (MoJ) and provides the supporting administration for the Judiciary across England and Wales. It delivers services to the public directly in court and tribunal buildings, remotely via business centres and increasingly via digital services online.

HMCTS has a once in a generation opportunity to transform the entire Courts and Tribunals Service through the HMCTS Reform and Crime Programme, with funding confirmed in the most recent spending review. These Programmes are providing a world-class justice system, in a manner that provides an improved user experience at reduced cost to the taxpayer.

This will ensure justice for all as well as supporting the UK's position at the forefront of an increasingly competitive international legal market. Delivering and operating digital services lie at the heart of the transformation. Making a real difference to people's lives is such an integral part of working at HMCTS that we've built it into an agreement with everyone who works here. It's called our people promise. Please click here to find out more.

Digital & Technology Services is growing as a key enabler of HMCTS' future as a digital organisation, building the new digital products and live operations teams necessary to deliver online services to our users and staff. The directorate is creating, operating and enhancing critical national infrastructure services. Users include citizens, court staff, the judiciary, prosecutors, legal counsel and a wide variety of other participants in delivering justice. For example, HMCTS Digital & Technology Services has created and now operates and enhances services that have digitised the court room. These include paperless bundles for all parties in the Crown Court, a single evidence repository and tablet viewing solution in the Magistrates' Court, as well as the critical infrastructure solutions to display evidence, deliver court hearings by video and achieve connectivity. Other live digital services enable citizens to interact with HMCTS directly online, whether they need help in the civil, family, or criminal courts, or need to apply to a tribunal.

An effective courts and tribunals service is fundamental to our democracy, underpinning the rule of law. This is an opportunity to work in a role that will enable the digitisation of a major agency and run an operation designed not just to give our courts and tribunals a sustainable and affordable future, but to improve how justice is delivered.

Job Description:
Digital & Technology Services is looking to expand the digital operations support team to help HMCTS and CPS transition and run great digital services. The role involves the processing and coordination of appropriate and timely responses to incident alerts, including channelling requests for assistance to appropriate functions for resolution, monitoring resolution activity, hastening and keeping clients appraised of progress towards service restoration.

The ability to work both independently and as part of a team, proactively and with versatility in responding to changing circumstances is essential. They will be expected to take ownership of user problems and follow up the status on behalf of the user, communicating progress in a timely manner.

Key Responsibilities:
Working closely with the Crime IT business support desk and Operational Services technical support teams, the main responsibilities of the role are:

- To act as a single point of contact for telephone calls and emails regarding digital and technology issues and handle requests for support following agreed procedures;
- To route calls to the appropriate business or third party support desk as required;
- To receive and respond to monitoring alerts;
- To troubleshoots basic network issues;
- To utilise the Knowledge Base to provide advice or resolve incidents;
- Enter and maintain relevant records in the Service Management tool;
- Promptly allocate incidents to the appropriate resolver group;
- Request technical support from external suppliers where problems cannot be resolved in house, following agreed processes;
- Communicate progress and resolution of support requests in line with Service Level Agreements;
- Escalate issues as appropriate ensuring line mangers are aware of actions taken and management information;
- Maintain the asset database and tracks changes.

- Initiate and triage change requests, liaising with requesters to ensure that the correct information is inserted into the change ticket to allow for a smooth workflow.
- Working with the change manager to expedite changes where requested and appropriate.
- Initiating problem tickets in response to incidents that are deemed problems.
- Ensuring that problem owners keep the tickets up to date.
- The post holder will report to the Service Desk Team Leader.

Desirable Criteria:
- Experience of working in a structured service delivery environment;
- Experience of providing a wide range of end user device support advice;
- Excellent communication skills and telephone manner;
- Experience of Agile delivery approach would be an advantage;
- Evidence of using continuous improvement tools to review and implement process improvements
- Experience of working in a service desk environment
- Experience with ServiceNow ticketing system
- Knowledge of ITIL principles;

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 2.

Changing and Improving	- Regularly review own and team's work and take the initiative to suggest ideas to make improvements. - Give feedback on changes in a constructive manner. - Take a positive, open approach to the possibility of change and encourage others to do the same. - Help others to understand changes and the reasons they are being put in place. - Identify and act on the effects changes are having on your role and that of the team. - Look for ways to use technology to achieve efficient and effective results. - Consider accessibility needs of the diverse range of end users.
Making Effective Decisions	- Take responsibility for making effective and fair decisions, in a timely manner. - Analyse and research further information to support decisions. - Talk to relevant people to get advice and information when unsure how to proceed. - Explain how decisions have been reached in a clear and concise way, both verbally and in writing. - Demonstrate the consideration of all options, costs, risks and wider implications, including the diverse needs of end users and any accessibility requirements.

Managing a Quality Service	- Work with customers to understand their needs and expectations. - Create clear plans and set priorities which meet the needs of both the customer and the business. - Clearly explain to customers what can be done. - Keep colleagues and stakeholders fully informed of plans, possibilities and progress. - Identify common problems that affect service, report them and find possible solutions. - Deliver good customer service which balances quality and cost effectiveness.

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.