



# HM Courts & Tribunals Service

**Her Majesty's Court and Tribunals Service**

**Directorate: Change Directorate**

**Job Title: Head of Change Director's Office**

**Pay Span: Band A (£51,549 - £69,659)**

**Location: 102 Petty France, Westminster, London**

## **Background**

Her Majesty's Courts and Tribunals Service is one of government's largest agencies, employing around 16,000 staff, with a £1.7bn budget, and operating across more than 450 sites across England and Wales. Our Work underpins justice, affecting the lives of millions every year.

We have ambitious plans in place to transform the services we offer to users of the justice system. The government is investing £1bn across our change programmes, updating and replacing its technology, speed up and streamline processes and procedures, refurbish buildings to reduce maintenance costs and provide much improved services for users. The resulting system will be designed around the needs of those who use it, including victims, offenders, legal professionals, claimants and the judiciary.

An effective courts and tribunals service is fundamental to our democracy, underpinning the rule of law. This is a unique opportunity to support and enable a major transformation portfolio, designed not just to give our courts and tribunals a sustainable and affordable future, but to further improve how we deliver justice.

## **Head of Change Director's Office, HMCTS Change Directorate**

The change portfolio is at the forefront of leading and implementing change in our world-leading justice system. The overall change programme is ambitious and we need resilient, resourceful and adaptable people to make it happen. This is a busy role where the post holder will work closely with senior leaders, be expected to work to deadlines and regularly deal with emerging and rapidly changing priorities, responding quickly to the needs of ministers, the senior judiciary, and officials. The post holder will be responsible for providing high quality, efficient and effective support to their Director across the full range of their duties. Your application will need to demonstrate that you have the drive and experience required to thrive and deliver in an uncertain and constantly changing environment.

The successful candidate will play a pivotal role in driving forward the Director's key objectives, maintaining a high level awareness of changing priorities and ensuring that they are communicated effectively. You will be required to take forward the Director's responsibilities, ensuring that priorities and business critical issues are given sufficient time and visibility. The role will require the tracking and monitoring of delivery progress, providing challenge and support to staff at all levels where it falls short. You will be expected to exercise judgement aligned to the Director's views, negotiate agreements and speak authoritatively on behalf of the Director.

The post holder will need to work effectively with the HMCTS Senior Management Team, ministerial offices and senior teams across MoJ and Whitehall, the senior judiciary and the Judicial Office, as well as external partners and stakeholders, to ensure that HMCTS's priorities are driven forward and communicated effectively. You will also lead on the drafting and preparation of complex and priority papers for the HMCTS Board and its sub-committees, the Executive and its sub-committees, as well as Ministerial submissions and briefings.

## **Key interactions and requirements will be to:**

- Manage an effective working relationship with the Director and their senior management team.
- Foster and manage effective working relationships with all senior managers and key staff within the HMCTS HQ function and in the regions.
- Work closely with the CEO's Office, HMCTS Board Secretariat; Ministers' Private Offices, MoJ Press Offices, Judicial Communications Office and other Directors' offices.

## Key responsibilities

<b>Operational management</b>	<ul style="list-style-type: none"> <li>• Resolve complex or difficult issues, dealing with situations as and when they arise and ensuring the operation and reputation of HMCTS is protected as far as possible. This will involve reacting to fast moving unusual situations where the postholder will speak for the Director and ensure the agency/ directorate's view is promoted.</li> <li>• Provision of high quality, timely accurate and clear advice/briefing to the Director and, as required, the senior team, on a wide range of issues. This requires being aware of what is going on right across the agency and so the postholder will need to understand and be able to summarise complex policy and operational issues quickly.</li> <li>• Structure the Director's work programme in order to meet their priorities, tracking progress and delivery against this agenda.</li> <li>• Work closely with Directorate's senior management team to develop/deliver a programme to improve visibility of the change priorities and effective commitment across the portfolio.</li> <li>• Ensure systems, practices and procedures operating within the Director's office reflect a culture of continuous improvement and examples of good practice learnt from others.</li> <li>• Ensure corporate responsibilities are carried out in a timely fashion.</li> <li>• Effective management of a small team in a fast-paced environment, including management of a Fast Stream post (dependant on allocations).</li> <li>• Communicating priorities and commissioning work on behalf of the Director to members of the SMT, project teams and wider HMCTS. Liaising closely with the Communications Director to ensure that the Director's approach is reflected in the portfolio communications.</li> <li>• Working with the Director, Deputy Directors and others to successfully deliver their priorities as a team.</li> <li>• Proactively identify, manage and be accountable for minimising the risk to the business arising from change.</li> <li>• Lead on identification of risks across the Directorate and support the development of mitigation action plans for those identified.</li> </ul>
<b>Financial authority</b>	<ul style="list-style-type: none"> <li>• Support assurance on behalf of the Director in discharging their financial delegations across their Directorate</li> <li>• Approve expenditure for the Director's Office.</li> <li>• Advise Director on value for money as part of their decision making.</li> </ul>
<b>External relations</b>	<ul style="list-style-type: none"> <li>• Actively manage media handling issues which arise, working closely with the Press Office to reduce potential damage or impact on HMCTS. Develop and clear lines for HMCTS and ensure that the CEO's office is fully briefed.</li> <li>• Build and maintain relations with key stakeholders and act as a primary contact, facilitating positive working relationships despite difficult relationships. The postholder will need to influence and persuade to ensure the Director's aims are met.</li> </ul>
<b>Representation of the Department</b>	<ul style="list-style-type: none"> <li>• Ensure issues are dealt with in line with the Director's view, exercising judgement on their view in their absence.</li> <li>• Act as primary contact between the Director and wider HMCTS, MoJ centre, Ministerial offices, the Directorate of Judicial Offices (DJO) and external stakeholders, whilst ensuring that the Director's attention is focused on business critical issues.</li> </ul>
<b>Policy</b>	<ul style="list-style-type: none"> <li>• Drafting of complex and priority submissions and briefings on behalf of the Director, which require minimal amendment due to time pressures.</li> <li>• Quality checking and approving of submissions provided to Director.</li> <li>• Use relationships, judgment and understanding of the wider context to provide advice on agency activity adding value to the process and substance of decision making. This will involve changes to handling strategies or advice offered to Ministers.</li> <li>• Tracking and monitoring performance against work taking place across HMCTS to ensure it is delivering. Providing challenge and support where this is not the case and ensuring that issues are resolved.</li> </ul>
<b>Team leadership</b>	<ul style="list-style-type: none"> <li>• Line management</li> <li>• Actively support the Director as a member of the Senior Management Team and wider organisation.</li> <li>• Supporting the SCS in carrying out shared priorities, using influence and persuasion to ensure activities are delivered.</li> </ul>

<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Reporting directly to the Director.</li> </ul>
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*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.*

## Essential Skills & Experience

To successful candidate will have a proven track record in the following:

- The role also requires excellent leadership ability. The successful candidate will be able to lead a successful team through periods of high pressure and a complex workload, and will be highly capable, organised, and confident when motivating others to deliver at pace.
- Highly motivated self-starter with excellent organisational skills and a proactive nature
- You will be able to influence others by understanding the needs of the business, the way people work and communicate these effectively through innovative means.
- You will be confident, resilient, persuasive, resourceful and prepared to learn quickly to deliver high standards.
- A natural optimist, with a “can do” approach to solving problems and delivering outcomes.
- Previous experience working with, liaising and support with senior stakeholders up to Director level.
- Confident working to Ministerial and Senior Judiciary level.
- Previous experience of using MS Office including: Word, Outlook, Excel and PowerPoint.
- Excellent communication skills.

## Key Civil Service Competencies

You will be required to provide evidence of the following key competencies at Level 4 (Grades 6/7) throughout your application:

- Seeing the bigger picture
- Making effective decisions
- Leading and communicating
- Collaborating and partnering
- Managing a quality service
- Delivering at pace