



Job Title:		Transformation Project Support Officer		Contract Type:	Permanent
Grade :	EO	Salary range (depending on location):	National - £25,827 to £27,170 London - £29,664 to £31,200 Please note that unless you are currently employed by the Civil Service and are earning more than the minimum above, if successful you will be offered the minimum for the grade depending on your location.		
Location:		Manchester, Liverpool, London, Nottingham, South Tyneside			
Directorate:		Transformation	Team :	Transformation Team	
Working Pattern:		The post is supported by the MOJ flexible working policy and includes colleagues who work flexibly, remotely, part time or as part of a job share etc. If you are applying for a part time role, please note that in order to meet business demands we need cover for a minimum of 20 hours and to cover 3 days of the week, one of which would be Friday.			
Reporting to:		Transformation Comms & Engagement Manager			
Closing date for applications		27 th January 2023			

The Legal Aid Agency

We are an executive agency of the Ministry of Justice (MoJ). We provide civil and criminal legal aid and advice in England and Wales to help people deal with their legal problems.

Our people are at the heart of achieving excellence. Employing around 1,200 colleagues across England and Wales, we feel proud to have some of the best People Survey results in the Civil Service.

Our LAA commitment to Diversity and Inclusion

The LAA is committed to diversity and inclusion and we positively promote flexible working, including job shares.

We will consider all applications on merit regardless of age, disability, gender identity, sexual orientation, socio-economic background, religion, ethnicity, preferred working pattern and except for exceptional circumstances your working location.

As a Disability Confident organisation, we will offer a guaranteed interview to candidates with a disability who meet the essential criteria for this role. Under the Equality Act 2010 a disability is defined as a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities which has lasted, or is expected to last, at least 12 months.

If you are responding to a role within the Legal Aid Agency and would like to be considered under the guaranteed interview, please indicate this in your application and let us know of any

reasonable adjustments you may require during the sift or later selection processes.



Transformation

The Transformation Team are responsible for continuing to drive forward simplifying the delivery of legal aid. We want to improve the experience for the people who apply for legal aid, the providers who deliver the services and those of us in the LAA who administer the scheme, while ensuring the LAA remains a great place to work.

Job Summary

This is an exciting opportunity to join the Transformation Team and support delivery and embedding transformational change across the whole of LAA. The job holder's main responsibilities will be to support the Transformation Team and make sure that we achieve our outcomes and effect real change. The team is responsible for working level implementation plans which have a direct impact on the business; specifically, implementing digital and non-digital key changes into the business. As we are a 'blended' team of LAA and Project Delivery professionals, there will be an opportunity to learn from multiple colleagues across the business, and to work alongside and learn from Project Delivery professionals.

As Transformation Project Support Officer, you will be expected to help deliver transformation initiatives by effectively and pro-actively monitoring projects, organising and supporting stakeholder meetings, preparing PowerPoint presentation and contributing to outreach, analysis and compilation of risk matrixes for senior meetings.

Key Responsibilities:

- Provide a comprehensive Secretariat function for the team i.e. agree and prepare agendas, send out invites, record key points and action points of meetings, distribute papers to stakeholders
- Fulfil administrative support for team, including management of Teams site, preparation of PowerPoint slide decks etc for Board and Committee meetings
- Preparation of risk dashboards, monitoring of progress on risks
- Collate and update information on what benefits specific initiatives will deliver, as requested to support the Project Management Office with benefit realisation plans
- Work with Project Delivery Function and LAA team colleagues to ensure we get and capture the right information to report progress against implementation plans.

Essential Knowledge, Experience and skills	<ul style="list-style-type: none">• Effective communication skills both written and verbal• Effective planning skills and an ability to deliver accurately, quickly and effectively to tight deadlines• IT Literate – demonstrable experience of applying broad working knowledge of Microsoft Office, Microsoft Teams and digital technology• Effective analytical and numerical skills• Ability to build relationships with a wide range of stakeholders
Desirable Knowledge, Experience and skills	<ul style="list-style-type: none">• Knowledge of LAA or MoJ priorities and ways of working

	<ul style="list-style-type: none"> • Project Management experience • Experience of implementing change
Person Specification	<ul style="list-style-type: none"> • Enjoys working across all areas of the business to achieve strategic goals • Enjoys working in a fast-paced environment • Able to prioritise competing workloads • Enjoy working with a wide range of stakeholders and support the Transformation team

Assessment approach

Application Process

To apply complete an application based of the following behaviours:

o **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.

o **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.

o **Working Together**

Develop a range of contacts outside own team and identify opportunities to share knowledge, information and learning. Show genuine interest when listening to others. Contribute to an inclusive working environment where all opinions and challenges are listened to and all individual needs are taken into account. Ensure it is clear that bullying, harassment and discrimination are unacceptable. Offer support and help to colleagues when in need, including consideration of your own and their wellbeing. Change ways of working to aid cooperation within and between teams in order to achieve results.

o **Delivering at Pace**

Regularly review the success of activities in the team to identify barriers to progress or challenging objectives. Identify who and what is required to ensure success, set clear goals and areas of responsibility and continually assess workloads considering individual needs. Follow relevant policies, procedures and legislation to complete your work. Ensure colleagues have the correct tools and resources available to them to do their jobs. Have a positive and focused attitude to achieving outcomes, despite any setbacks. Regularly check performance against objectives, making suggestions for improvement or taking corrective action where necessary. Ensure that colleagues are supported where tasks are challenging.

When submitting an example of a behaviour remember to include the situation, what you did and why, and what was the outcome / result.

Please note that if we have a large number of applications will we do an initial sift on the Changing and Improving behaviour.

Interview / assessment Process

If you are successful through the application stage, you will be invited to an interview / assessment centre in person or via Microsoft Teams where you will be assessed against the following:

- Strengths relevant to the role
- The following Behaviours:
 - o **Changing and Improving**
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 - o **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.
 - o **Working Together**
Develop a range of contacts outside own team and identify opportunities to share knowledge, information and learning. Show genuine interest when listening to others. Contribute to an inclusive working environment where all opinions and challenges are listened to and all individual needs are taken into account. Ensure it is clear that bullying, harassment and discrimination are unacceptable. Offer support and help to colleagues when in need, including consideration of your own and their wellbeing. Change ways of working to aid cooperation within and between teams in order to achieve results.
 - o **Delivering at Pace**
Regularly review the success of activities in the team to identify barriers to progress or challenging objectives. Identify who and what is required to ensure success, set clear goals and areas of responsibility and continually assess workloads considering individual needs. Follow relevant policies, procedures and legislation to complete your work. Ensure colleagues have the correct tools and resources available to them to do their jobs. Have a positive and focused attitude to achieving outcomes, despite any setbacks. Regularly check performance against objectives, making suggestions for improvement or taking corrective action where necessary. Ensure that colleagues are supported where tasks are challenging.
- An exercise – more information to be provided when invited to interview.

Shortlisting is planned for week commencing 30th January 2023

Interviews are planned for week commencing 20th February 2023

If you would like more information on this opportunity, please contact – Lindsey Ford
lindsey.ford@justice.gov.uk

Complaints procedure

If you have any complaints about this recruitment activity, please share your concerns by emailing LAACentralRecruitmentFunction@justice.gov.uk initially. We aim to respond to any complaint within 10 working days.