

HMCTS Change Directorate Candidate Information Pack

Project Manager

This pack is intended to:

- Help you understand the type of work we do
- Provide context for the role you are applying for
- Explain what is different about working in the Change Directorate



Welcome message from David Magee

Director, HMCTS Change Directorate

Hello and Welcome, We're thrilled you're considering joining HM Courts & Tribunals Service. We are delivering one of the most ambitious transformation programmes in government - modernising the justice system to make it more accessible, efficient and fair for everyone.

This is an excellent opportunity to shape the future of public service. Our Change Department is at the heart of this mission. We lead projects that improve lives, streamline processes and bring innovation to a system that millions rely on every day.

By joining us, you'll be part of a team that thrives on collaboration, creativity, and a shared commitment to making a real difference. We're looking for people who are passionate about change, eager to learn, and ready to take on challenges that matter. In return, we offer flexibility, development opportunities and the chance to work on initiatives that will leave a lasting legacy.

If you're passionate about making a difference and ready to embrace variety and challenge, we'd love to welcome you to our team.

Thank you and good luck in your application

David Magee

Director - Change Directorate, HMCTS



What are people say about us...



Haresh

“ Working within the Change Directorate has been an inspiring experience. The impact we’re making on citizens lives is truly transformative: every initiative is focused on creating better, more accessible services that meet real needs. What makes this place exceptional is the collaborative culture; teams come together across disciplines, sharing ideas and expertise to deliver meaningful change. It’s not just about projects; it’s about people both the citizens we serve and the colleagues we work with. There’s a genuine sense of purpose here. Being part of this journey means contributing to solutions that improve lives and strengthen trust in public services. ”

“ I joined the portfolio team in 2020 as portfolio support, where I have grown professionally and contributed to improving how the team operates. This experience has allowed me to flourish in risk management, supported by the team’s expertise and guidance, which played a key role in my promotion to portfolio analyst lead in the portfolio. I am proud to work alongside colleagues committed to delivering high-quality outcomes and managing the portfolio effectively. Our team’s strength lies in its dedication to being a champion for change, maintaining government standards and continuously looking forward adapting to new processes and ways of working. Recently, I have been acting as a “One Big Thing Champion” along with other colleagues across the directorate to drive innovation and explore opportunities with artificial intelligence. ”



Chrissie



John

“ I joined HMCTS in 2006 as a crown court clerk, completely new to the Civil Service. Working in court felt like joining a family, and the variety of the role gave me a strong grounding in real frontline delivery. That experience opened the door to the Regional Change Team, where I could help improve the experience for Criminal Justice Partners and Court Users. With great support from my manager, I upskilled into a business change manager role and gained APMG qualifications. I later moved into the National Business Change team, contributing to major digital reform. It’s a department that genuinely develops people and gives you the chance to make a real difference. ”

What does the Change Directorate do?

The Change Directorate leads the delivery of change across HMCTS. We manage and deliver projects that improve how courts and tribunals operate, with a focus on improving access to justice, efficiency and service quality. These roles sit at the centre of complex, high profile change activity and work across services, professions and delivery teams.

We deliver change on behalf of HMCTS, working across the organisation and with a wide range of partners.

Our projects support:

- Digital transformation
- Operational and service improvement
- Policy and legislative change
- Commercial and procurement activity

We work closely with operational teams, digital colleagues, policy teams and the judiciary to deliver change that is practical, deliverable and sustainable. Our focus is on outcomes:

- Delivering practical change, not just process
- Supporting services that millions of people rely on each year
- Managing risk, dependencies and delivery at scale

Types of projects you may work on:

Our portfolio covers a wide range of project types, depending on business need and priorities. Projects typically include:

Procurement



Commercial procurement and re-procurement

Property



Projects with a focus on the HMCTS estate and ensuring that our capacity meets the demand.

Service Design



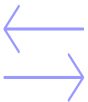
National programmes affecting multiple jurisdictions or services

Operational



Projects that directly impact our services, the change could be related to people, systems, processes etc.

Digital



Digital services and platforms for courts and tribunals.

Policy



Projects that are driven by changes to internal policy or wider legislative changes.

Examples of projects that you could work on:

Within Change, at any given time, our portfolio comprises of 20 to 30 projects aimed at improving the efficiency, effectiveness and accessibility of the courts and tribunals. These projects cover business and digital transformation through to commercial procurements. Here are some current examples:

The Housing Dispute Policy Implementation Programme:



Supporting the Government's aim to strengthen renters' rights and improve the private rental market through the rollout of the Renters' Rights Bill and Leasehold Reform Act to expand tribunal capacity, adjust operating models, and manage 'no-fault' eviction reforms.

Remote Participation:



A courts initiative that enables hearings to be attended remotely (via video or telephone) to improve access to justice and court efficiency in a safe and controlled manner.

Language Services Project:



Procurement and deployment of new translation and interpretation services to improve access to justice, making sure that all users can understand and participate in proceedings.

Criminal Courts Reform:



Enhancing the effectiveness of the criminal courts and improving the efficiency of the criminal justice system.

What it's like to work in the Change Directorate?

Work in the Change Directorate is fast paced and delivery focused. Projects often operate under public, legal or ministerial scrutiny, and collaboration is essential. No project is delivered in isolation. In practice, this means:

- High levels of responsibility
- Clear accountability for delivery
- Exposure to senior stakeholders
- Opportunities to develop project and change capability

Why join the Change Directorate?

You will work on projects that have real public impact and directly support the justice system. You will gain experience across a wide and varied portfolio, with roles offering breadth, challenge and professional development.

These roles suit people who:

- Want meaningful delivery work
- Are comfortable with complexity
- Enjoy working across organisational boundaries
- Want to build or deepen a career in change and project delivery

Why join the Change Directorate?

Joining the Change Directorate means being part of a team that thrives on adaptability, continuous learning and making a real difference. If you're looking for a role that offers variety, growth and purpose, this is the place for you.



Variety of Work

Support a wide range of transformation projects, from digital innovation to service improvement, gaining exposure to different areas of HMCTS.



Flexibility and Mobility

Move between projects, apply your skills where they matter most, and develop new capabilities along the way.



Collaboration and Community

Work alongside talented colleagues across HMCTS, sharing knowledge and best practice to deliver meaningful change.



Impact

Every project you contribute to helps improve justice services for millions of people across England and Wales.

What is the career development and training like?

We are passionate about investing in the growth of our staff. As part of HMCTS Change Directorate, you'll have access to:



Structured Learning Paths

Including Civil Service Learning, HMCTS-specific training and project delivery frameworks.



Professional Qualifications

Opportunities to gain Project Delivery Accreditation and Certifications.



Access to Digital Learning Platforms

Unlimited access to online courses and webinars covering project delivery, leadership and emerging technologies to support continuous professional development.



Mentoring and Coaching

Learn from experienced project professionals and senior leaders.



Community of Practice

Share knowledge, attend workshops, and collaborate on best practices.



Clear Progression Routes

From EO to senior grades, with pathways into Programme Management and Leadership roles.