HM Courts and Tribunals Service

Directorate: Digital Technology Services (DTS)

Pay Band: SEO

Job Title: Senior Delivery Manager

Location: London / National
Successful applicants will be expected to be office based 3 days per week in any HMCTS Office (subject to business availability).

Term: Permanent

Interview: Video conference via Teams

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).

GDD:
Government Digital and Data (GDD) Profession Capability Framework and Success Profiles Frameworks. Using GDD we will then determine if you will be paid an additional allowance, on top of your basic salary. This role is within the Product and Delivery Job Family, is a Delivery Manager role at Delivery Manager level, but carries the title Senior Delivery Manager within DTS.

Reserve List:
HMCTS run a Reserve 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. You will be able to view your status via the application screen. If you have been added to the Reserve List, your status will show either Merit or Reserve list.

Introduction:
These are exciting times at HM Court and Tribunals Service (HMCTS). As an agency of the MoJ, we support the judiciary across England and Wales to deliver justice by running courts and tribunals and processing outcomes, and we are looking for talented people to help us achieve our ambitions. It will be challenging, important and rewarding.
HMCTS Digital and Technology Services (DTS) is a specialist technology directorate which provides support to HMCTS in the use of IT and Digital.

DTS is committed to being a great place to work and part of our offer is brilliant training opportunities and support from expert colleagues. As well as that you'll find flexible working, an inclusive culture and a place where your opinion is valued.

Please follow the link below for further information about HMCTS.

www.gov.uk/government/organisations/hm-courts-and-tribunals-service

Job Description:

As a Senior Delivery Manager, you will be a Scrum Master at heart with a strong focus on delivery. You will be accountable for the effective delivery of complex, high-risk products and services. You will have a strong background as a Scrum Master (or similar role) and experience across a range of products and services, throughout the entire product life cycle. You will have some responsibility and accountability as a point of escalation. You will also be accountable for the performance and coaching of agile software development teams. Your CV should demonstrate your ability and experience of creating and coaching self-organising, high performing agile delivery teams.

Key Responsibilities:

- Build and maintain teams, ensuring they are motivated, collaborating and working well
- Identify obstacles and help the team to overcome them
- Facilitate the delivery flow of a team, managing the pace and tempo
- Focus the team on what is most important to the delivery of products and services
- Encourage and facilitate continuous improvement of the delivery team
- Coach and mentor both team members and others to apply the most appropriate agile and lean tools and techniques
- Identify and compare the best processes or delivery methods to use
- Work with contracted suppliers and manage stakeholders' expectations
- Actively address internal and external risks, issues and dependencies including where ownership exists outside the team

Skills & Experience:

- You can use a continuous approach to planning, forecasting, estimating, managing uncertainty, metrics and measurements, contingency planning and road mapping.
- You have Team management experience leading and developing a digital delivery team.
- You are able to communicate with others in a clear, honest and enthusiastic way to build trust. You explain complex issues in a way that is easy to understand. Be able to provide updates for senior stakeholders and adept at explaining complex issues to a non-technical audience.
- You ensure everyone clearly understands and owns their roles, responsibilities and priorities, ensuring timely quality outcomes are delivered.

Essential Criteria:

- Can recognise when something does not work and encourage a mindset of experimentation
- Adapt and reflect, be resilient and have the ability to see outside of the process
- Use a blended approach depending on the context
- Measure and evaluate outcomes
- Know how to help teams to manage and visualize outcomes
- Have had experience in applying Agile principles in practice, can identify and compare the best framework or delivery methods to use
- Can facilitate difficult discussions within the team or with diverse senior stakeholders
- Manage delivery products and services at different phases and understands how the needs of the team and the product vary across the stages of the product lifecycle

Application process:

The following areas of the Success Profile Framework will be used to assess and score your application during the sift, and interview.

- **Experience –** As demonstrated in your application form.

- **Strengths –** The interview will involve a discussion around 1 strength.

- **Behaviours –** During the interview, you will be required to provide evidence of the following key behaviours at SEO Level:
  - **Behaviour 1 – Communicating and Influencing**
  - **Behaviour 2 – Delivering at Pace**
  - **Behaviour 3 – Managing a Quality Service**
  - **Behaviour 4 – Working Together**

- **Technical – GDD Assessment –** During the interview, you will be assessed against the GDD framework. Your behavioural answers should be aligned to the appropriate skills as set out within the GDD framework.