



HM Courts & Tribunals Service

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Directorate: Digital Technology Services (DTS)

Pay Band: HEO

Job Title: Project Support Officer

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).

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 Project Support Officer, you will be responsible for a diverse range of duties supporting the team and, ultimately, the delivery of the Project(s). You will provide a planning, analysis and reporting function, designing and developing robust tools and processes which will help to inform strategic and tactical decisions on a daily basis, including resource planning across the team.

Key Responsibilities:

- Planning and scheduling – Develop and maintain appropriate systems to enable effective planning and scheduling.
- Monitoring and reporting – Support in maintaining project controls and in producing project reports.
- Admin – Responsible for project file management systems and adherence ensuring robust version control and data security application. You will organise key project meetings and provide secretariat support where needed.
- Stakeholder Management– support the development and maintenance of a stakeholder log for internal and external stakeholders. Act as the focal point for project responses to external requests for information.

Skills & Experience:

- Experience in using the Microsoft office suite (specifically Excel, Word, Outlook, PowerPoint, Teams, SharePoint etc.)
- A strong communicator, able to communicate messages clearly to a range of audiences at all levels – both verbally and in writing
- Strong planning skills and ability to prioritise work
- The ability to build productive working relationships quickly and to build confidence with the programme and projects
- Experience of successfully supporting projects and working with multi-disciplinary teams to deliver results within fixed timeframes with limited resource
- Experience of organising teams, establishing processes and working to deadlines

Essential Criteria:

- Experience of working with senior managers/project managers for the successful delivery of a project or workstream
- An understanding of basic project management functions and methodology
- Excellent stakeholder engagement skills
- Experience of managing teams and stakeholders to set priorities, goals, objectives and timescales.

Desirable Criteria:

- PRINCE2 Project Management qualification
- Previous experience of working in a large digital organisation
- Experience of project management of small projects

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 CV and Application Form.
- **Strengths** – The interview will involve a discussion around 2 strengths.
- **Behaviours** – During the interview you will be required to provide evidence of the following key behaviours at HEO level:
 - **Changing and Improving**
 - **Delivering at Pace**
 - **Working Together**