

Business Support Officer

Location: National

Closing Date: 5th July

Interviews: w/c 28th July

Grade: HEO

(MoJ candidates who are on a specialist grade, will be able to retain this grade on lateral transfer)

Salary: London: £38,661- £42,019

National: £34,140- £37,105

Working pattern: Full time, part time, Flexible working

Contract Type: Permanent

Vacancy number: 7134

***We offer a hybrid working model, allowing for a balance between remote work and time spent in your local office. Office locations can be found [ON THIS MAP](#)**

The Role

We're recruiting for a Business Support Officer here at [Justice Digital](#), to be part of our warm and collaborative LAA Digital team.

Introduction

At [Justice Digital](#), we have a clear vision - to develop a digitally-enabled justice system that works for users. We're looking for talented people to help us achieve this.

We're building adaptable, effective services and making systems that are simple to use for staff and citizens. As well as doing great work, you'll join a place that's great to do work in, investing in you and your career through our networks and training opportunities. On top of that, you'll find flexible working, an inclusive culture and a place where your opinion is valued.

About the Function

The Ministry of Justice Digital and Technology team is made up of around 900 digital and technology specialists, located throughout the UK with hubs in London, Sheffield, Nottingham, Birmingham and Glasgow. We support the 80,000 staff working within the Ministry of Justice (MoJ) who do important, even life-changing work, with citizens and legal professionals.

As a function, we provide digital services, technology and support for the digital transformation of prisons, probation and wider justice system through:

- Fixing the basics, providing modern and secure technology to users across the department.
- Making things more efficient by providing access to justice through simpler services such as applying for legal aid online
- Thinking about the whole system - working with colleagues across the justice system to design and deliver services that really work for those that use them
- Building diverse, inclusive and brilliant teams to reflect the users that we serve

About the role:

Business Support Officers are part of LAA Digital's Business Operations team and support the smooth and effective running of the unit.

This is a varied role that requires a good understanding of the work and priorities of the unit. The team as a whole are responsible for managing finances, people, engagement, portfolio and contracts while optimising the efficient operation of the unit. The successful candidate will be expected to take the lead in one of a number of areas, including comms and engagement, people and workforce planning or the secretariat function which supports our Senior Management Team and governance arrangements.

We're looking for a proactive and energetic individual who can self organise and prioritise a varied and interesting workload, can communicate effectively with a range of stakeholders and can work in collaboration with the Business Operations team to ensure we meet and exceed our objectives.

As well as providing administrative support to our SMT and supporting the work of the team, each Business Support Officer will lead on a specific area. These roles will lead on communications and engagement, working in collaboration with our SMT to ensure we have an engagement strategy in place and messages are effectively communicated across the department, and supporting SMT and colleagues within our portfolio team to manage our governance arrangements.

To help picture your life at [MoJ Justice Digital](#) please take a look at our [blog](#) and our [Digital and Technology strategy 2025](#)

Key Responsibilities:

- Support one of our Services Owners by managing their workload and priorities through comprehensive, prioritised diary management
- Scheduling meetings and resolving conflicting demands to enable the Service Owner to deliver on their priority areas
- Preparing travel arrangements, accommodation and preparation for attendance at external events, including their potential visits to other office locations, external meetings or engagements.
- Identifying important emails or communication that require immediate action, proactively gathering input from relevant team members.
- Co-ordinate the response to commissions, oversee and edit briefings and submissions for the Director/Deputy Director, liaising with other teams where necessary and ensuring we provide accurate information, on time.
- Collect, collate and monitor actions and other general commissions emerging from meetings.
- Supporting central requests for information, including Freedom of Information (FOI) and Parliamentary Questions.
- Delivering ad hoc projects to improve operations and the efficiency of the team.
- Maintain processes, systems and information/records.
- Building and maintaining a strong network across the function and the department.
- Managing our people data ensuring our workforce plan is accurate and up to date
- Supporting our People Single Point of Contact to ensure all procedures and policies are followed in relation to recruitment of civil servants and contractors
- Developing and maintaining a communications and engagement strategy for the unit
- Ensuring key messages from SMT and elsewhere are communicated effectively to the unit and key stakeholders

If this feels like an exciting challenge, something you are enthusiastic about, and want to join our team please read on and apply!

Benefits

- 37 hours per week and flexible working options including working from home, working part-time, job sharing, or working compressed hours.
- A £1k per person learning budget is in place to support all our people, with access to best in class conferences and seminars, accreditation with professional bodies, fully funded vocational programmes and e-learning platforms

- Staff have 10% time to dedicate to develop & grow
- Generous [civil service pension](#) based on defined benefit scheme, with employer contributions of 28.97% from April 1st 2024 ([Contribution Rates](#))
- 25 days leave (plus bank holidays) and 1 privilege day usually taken around the Kings' birthday. 5 additional days of leave once you have reached 5 years of service.
- Compassionate maternity, adoption, and shared parental leave policies, with up to 26 weeks leave at full pay, 13 weeks with partial pay, and 13 weeks further leave. And maternity support/paternity leave at full pay for 2 weeks, too!
- Wellbeing support including access to the Calm app.
- Nurturing professional and interpersonal networks including those for Carers & Childcare, Gender Equality, [PROUD](#) and [SPIRIT](#)
- Bike loans up to £2500 and secure bike parking (subject to availability and location)
- Season ticket loans, childcare vouchers and eye-care vouchers.
- 5 days volunteering paid leave.
- Some offices may have a subsidised onsite Gym.

Person Specification

Essential

- Experience of providing administrative support across a fast paced team
- Quickly building a sound, high level knowledge of a function or organisation
- Managing a wide range of issues with diplomacy and discretion
- Strong communication skills, both written and verbal
- Organising and prioritising work in an environment with high levels of change
- Building relationships easily with people at different levels of an organisation

Willingness to be assessed against [the requirements](#) for SC clearance

We welcome the unique contribution diverse applicants bring and do not discriminate based on culture, ethnicity, race, nationality or national origin, age, sex, gender identity or expression, religion or belief, disability status, sexual orientation, educational or social background or any other factor.

Our values are Purpose, Humanity Openness and Together. Find out more [here](#) about how we celebrate diversity and an inclusive culture in our workplace.

The Civil Service is committed to attract, retain and invest in talent wherever it is found. To learn more please see the [Civil Service People Plan](#) and the [Civil Service D&I Strategy](#).

How to Apply

Candidates must submit **CV with work history**, and tell us about your experience as it relates to the following criteria:

- Experience of providing administrative support across a fast paced team
- Organising and prioritising work in an environment with high levels of change
- Building relationships easily with people at different levels of an organisation

In Justice Digital, we recruit using a combination of the [Government Digital and Data Profession Capability](#) and [Success Profiles](#) Frameworks. We will assess your Experience, Technical Skills and the following Behaviours during the assessment process:

- Communicating & Influencing
- Delivering at Pace
- Working Together
- Managing a Quality Service
- Seeing the Big Picture

Your application will be reviewed against the Person Specification above by a diverse panel.

Successful candidates who meet the required standard will then be invited to a 1-hour panel interview held via video conference.

Should you be unsuccessful in the role that you have applied for but demonstrate the capability for a role at a lower level, we reserve the right to discuss this opportunity with you and offer you the position without needing a further application.

A reserve list may be held for up to 12 months, from which further appointments may be made.

Terms & Conditions

Please review our [Terms and Conditions](#) which set out how we recruit and provide further information related to the role and salary arrangements.

If you have any questions, please feel free to contact digitalanddatarecruitment@justice.gov.uk