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Delivery Operations Support Officer (Ref:3160)

Ministry of Justice

Apply before 11:55 pm on Sunday 2nd March 2025

Ministry of
JUSTICE

Reference number

392464

Salary

£28,312 - £34,361

The national salary range is £28,312 - £30,011, London salary range is £32,416 - £34,361. Your salary will be dependent on your base location.

A Civil Service Pension with an employer contribution of 28.97%

Job grade

Executive Officer
EO

Contract type

Permanent

Type of role

Digital

Working pattern

Flexible working, Full-time, Part-time

Number of jobs available

1

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Location

East Midlands (England), East of England, London (region), North East England, North West England, Scotland, South East England, South West England, Wales, West Midlands (England), Yorkshire and the Humber

About the job

Job summary

This position is based nationally

Job description

Delivery Operations Support Officer

Location: National*

Closing Date: 2nd March 2025

Interviews: w/c 17th March 2025

Grade: EO

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

Salary: London: £32,416 - £34,361

National: £28,312 - £30,011

Working pattern: Full-time/Part-time/Flexible Working

Contract Type: Permanent

Vacancy number: 3160

*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 Delivery Operations Support Officer here at [Justice Digital](#), to be part of our warm and collaborative Probation Digital team.

Probation Digital is delivering simpler, better, faster digital services to help frontline staff and people on probation, and we're looking for a great organiser and coordinator to join our Delivery Operations team.

You will enable the delivery of 10 multi-disciplinary agile teams, plus Probation Digital's senior management team, by supporting various activities such as governance, reporting, people planning, procurement and more. Your attention to detail will be pivotal to the effective running of the organisation.

If you are diligent and enjoy working collaboratively this is the role for you!

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:

Acting as secretariat for governance and other meetings, including but not limited to creating agendas and terms of reference with meeting chairs, capturing and sharing notes and actions, ensuring actions are tracked and completed, as well as scheduling meetings, booking rooms and refining attendee lists.

Maintaining the Delivery Operations document storage and updating reference documents, such as onboarding material and organograms to ensure relevance, seeking updates regularly from subject matter experts.

Supporting Delivery Operations, under direction and completing activities to support priorities of the team.

Carrying out comms and engagement activities including but not limited to supporting the coordination of programme events, maintaining distribution lists, monitoring engagement surveys, and circulating comms.

Adapting to variations in work, priorities or environment, being flexible and versatile.

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

Person Specification

Essential

You have experience of working in an office/programme/portfolio management type roles, having provided support in a secretariat-type function

You can communicate clearly and effectively

You can identify and suggest improvements, learning from experience

You have strong organisational skills and can prioritise and sequence your work so that you make the biggest impact with your time

You can collect and summarise information

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

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](#).

Person specification

Please refer to attached Job Description

Benefits

Alongside your salary of £28,312, Ministry of Justice contributes £8,201 towards you being a member of the Civil Service Defined Benefit Pension scheme. [Find out what benefits a Civil Service Pension provides.](#)

Access to learning and development

A working environment that supports a range of flexible working options to enhance your work life balance

A working culture which encourages inclusion and diversity

A Civil Service pension with an employer contribution of 28.97%

Annual Leave

Public Holidays

Season Ticket Advance

For more information about the recruitment process, benefits and allowances and answers to general queries, please click the below link which will direct you to our Candidate Information Page.

Link: <https://justicejobs.tal.net/vx/candidate/cms/About%20the%20MOJ>

Things you need to know

Selection process details

How to Apply

Candidates must submit CV and Cover Letter (500 words max), which describes how you meet the requirements set out in the Person Specification above.

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 and Influencing

Delivering at pace

Changing and Improving

Managing a quality service

A diverse panel will review your application against the Person Specification above.

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

Should we receive a high volume of applications, a pre-sift based on your experience of working in an office/programme/portfolio management type roles will be conducted before the sift.

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 & 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 recruitment@digital.justice.gov.uk

Feedback will only be provided if you attend an interview or assessment.

Security

Successful candidates must undergo a criminal record check.

People working with government assets must complete [baseline personnel security standard \(opens in new window\)](#) checks.

Nationality requirements

This job is broadly open to the following groups:

UK nationals

nationals of the Republic of Ireland

nationals of Commonwealth countries who have the right to work in the UK

nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities with settled or pre-settled status under the [European Union Settlement Scheme \(EUSS\) \(opens in a new window\)](#)

nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities who have made a valid application for settled or pre-settled status under the European Union Settlement Scheme (EUSS)

individuals with limited leave to remain or indefinite leave to remain who were eligible to apply for EUSS on or before 31 December 2020

Turkish nationals, and certain family members of Turkish nationals, who have accrued the right to work in the Civil Service

[Further information on nationality requirements \(opens in a new window\)](#)

Working for the Civil Service

The [Civil Service Code \(opens in a new window\)](#) sets out the standards of behaviour expected of civil servants.

We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's [recruitment principles \(opens in a new window\)](#).

The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

Diversity and Inclusion

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 \(opens in a new window\)](#) and the [Civil Service Diversity and Inclusion Strategy \(opens in a new window\)](#).

Apply and further information

Once this job has closed, the job advert will no longer be available. You may want to save a copy for your records.

Contact point for applicants

Job contact :

Name :	SSCL Recruitment Enquiries Team
Email :	moj-recruitment-vetting-enquiries@resourcing.soprasteria.co.uk
Telephone :	0345 241 5359
Recruitment team	
Email :	moj-recruitment-vetting-enquiries@resourcing.soprasteria.co.uk

Further information

Appointment to the Civil Service is governed by the Civil Service Commission's Recruitment Principles. If you feel a department has breached the requirement of the Recruitment Principles and would like to raise this, please contact SSCL (Moj-recruitment-vetting-enquiries@gov.sscl.com) in the first instance. If the role has been advertised externally (outside of the Civil Service) and you are not satisfied with the response, you may bring your complaint to the Commission. For further information on bringing a complaint to the Civil Service Commission please visit their web pages: <http://civilservicecommission.independent.gov.uk/civil-service-recruitment/complaints/>

<https://www.jobtrain.co.uk/justicedigital/Job/JobDetail?JobId=600>

