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# Commercial Support Manager (Ref: 14881)

Ministry of Justice

**Apply before 11:55 pm on Sunday 1st March 2026**

Ministry of  
**JUSTICE**

**Reference number**

449455

**Salary**

£42,914 - £53,081

The national salary range is £42,914 - £46,182 London salary range is £49,325 - £53,081. Your salary will be dependent on your base location

A Civil Service Pension with an employer contribution of 28.97%

**Job grade**

Senior Executive Officer

SEO

**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**

### **Commercial Support Manager**

**Location:** National

**Closing Date:** 1st March

**Interviews:** expected w/c 16th March

**Grade:** SEO

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

**Salary:** London: £49,325 - £53,081

National: £42,914- £46,182

**Working pattern:** Full time, part time, Flexible working

**Contract Type:** Permanent

**Vacancy number:** 14881

**\*We are currently offering hybrid working which includes 2 days per week in your local office. Office locations can be found [HERE](#)**

## The Role

We're recruiting for a **Commercial Support Manager** here at [Justice Digital](#), to be part of our warm and collaborative Legal Aid Agency 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:

Commercial Support Managers 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 an integral part of the team. They will lead our small supplier relationship management team, working closely with colleagues across the function to ensure our commercial arrangements are managed appropriately. In addition, the candidate will manage our

relationship with software vendors, an external stakeholder group who provide commercial software for legal aid solicitors and barristers.

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 colleagues across the department to ensure we meet and exceed our objectives.

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:

- Provide leadership and people management for a small team, ensuring they are provided with the support and guidance to continue to be effective in their roles

- Manage communications with the software vendor community, ensuring appropriate controls are in place to manage access to our systems, that queries are responded to in a timely manner and that software vendors are provided with the information required to develop their services

- Work in collaboration with our colleagues across the department to ensure LAA Digital's commercial relationships are managed effectively, building

effective relationships with our suppliers and using best practice approaches to the management of our contracts

Ensure contracts are tracked and renewals are managed in a timely manner

Oversight of our management of software licenses, supporting the team as an escalation point should any issues arise

Build up effective relationships with teams across Justice Digital and beyond to ensure LAA Digital are compliant with legislation, regulations and all local policies

Contribute as a member of the leadership team for LAA Digital Business Operations, providing cover for the Head of Business Operations as required

Lead ad hoc projects to improve operations and the efficiency of the team.

Maintain processes, systems and information/records.

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.

We are committed to nurturing our staff and provide lots of training and development opportunities with learning platforms such as: Linux



Academy, O'Reilly, Pluralsight, Microsoft Learning, Civil Service Learning, GDS Academy, etc.

10% dedicated time to learning and development with a budget of £1000 a year per person

Generous [civil service pension](#) based on defined benefit scheme, with employer contributions of 26-30% depending on salary.

25 days leave (plus bank holidays) and 1 privilege day usually taken around the King's 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 Careers & 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.

Free membership to BCS, the Chartered Institute for IT.

Some offices may have a subsidised onsite Gym.

## Person Specification

### Essential

Experience of commercial and contract management

Excellent communication skills, with the ability to communicate complex information clearly and succinctly. With the ability to be and collaborate

confidently with senior leaders, users, and key stakeholders using appropriate styles and methods

Quickly building a sound, high level knowledge of a function or organisation and providing clear updates, whilst managing a wide range of issues with diplomacy and discretion

Ability to work under pressure, in a demanding environment, with the capability to quickly determine what is needed, to address an issue. Proactive and efficient with the ability to deliver at pace

Experience of leading a team, including delegating or commissioning actions and tasks and tracking progress of work shared with others.

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

We welcome the unique contribution diverse applicants bring and do not discriminate on the basis of 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.

## How to Apply

Candidates must submit a **CV** along with a **Statement of Suitability** divided into **two clear sections**. The sections must answer the questions below and be a maximum of 250 words each (giving a maximum total of **500 words** for

both answers). The two questions to be answered in the **Statement of Suitability** are:

Please provide a recent example of the following criteria: Experience of commercial and contract management (250 words)

Please provide a recent example of the following criteria: Experience of leading a team, including delegating or commissioning actions and tasks and tracking progress of work shared with others. (250 words)

**\*\*Should we receive a high volume of applications, a pre-sift based on Experience of commercial and contract management will be conducted before the sift.**

In Justice Digital, we recruit using a combination of the [Digital, Data and Technology 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

Managing a quality service

Successful candidates who meet the required standard will then be invited to a 45 mins 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.

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

### Use of Artificial Intelligence

Artificial Intelligence can be a useful tool to support your application, however, all examples and statements provided must be truthful, factually accurate and taken directly from your own experience.

Where plagiarism has been identified (presenting the ideas and experiences of others, or generated by artificial intelligence, as your own) applications may be withdrawn and internal candidates may be subject to disciplinary action.

Please see our [candidate guidance](#) for more information on appropriate and inappropriate use.

### 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](mailto:digitalanddatarecruitment@justice.gov.uk)

## Person specification

Please refer to attached Job Description

## Benefits

Alongside your salary of £42,914, Ministry of Justice contributes £12,432 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

### Artificial intelligence

Artificial intelligence can be a useful tool to support your application, however, all examples and statements provided must be truthful, factually accurate and taken directly from your own experience. Where plagiarism has been identified (presenting the ideas and experiences of others, or generated by artificial intelligence, as your own) applications may be withdrawn and

internal candidates may be subject to disciplinary action. Please see our [candidate guidance \(opens in a new window\)](#) for more information on appropriate and inappropriate use.

## **Selection process details**

Candidates must submit a CV along with a Statement of Suitability divided into two clear sections. The sections must answer the questions below and be a maximum of 250 words each (giving a maximum total of 500 words for both answers). The two questions to be answered in the Statement of Suitability are:

Please provide a recent example of the following criteria: Experience of commercial and contract management (250 words)

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

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

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

## **Security**

Successful candidates must undergo a criminal record check.

Successful candidates must meet the security requirements before they can be appointed. The level of security needed is [security check \(opens in a new window\)](#).

[See our vetting charter \(opens in a new window\)](#).

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](mailto:moj-recruitment-vetting-enquiries@resourcing.soprasteria.co.uk)  
Telephone : 0345 241 5359  
Recruitment team  
Email : [moj-recruitment-vetting-enquiries@resourcing.soprasteria.co.uk](mailto: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](mailto: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=982>

