



# HM Courts & Tribunals Service

**Her Majesty's Courts and Tribunals Service**

## **Sub Cluster Level**

**Job Title: Crown Court Clerk**

**Pay Span or equivalent: Band D**

## **Background**

The Tribunals Service and Her Majesty's Court Service were integrated into a single Agency, Her Majesty's Courts and Tribunals Service on 1<sup>st</sup> April 2011. Bringing these two organisations together has removed duplication in management functions and increased the efficiency of the administration, which has enabled HMCTS to reduce what it spends away from the front line substantially.

Consequently, there are high expectations of all staff regardless of the job they do and high performance is expected from everybody. The organisation is continuously adopting new or better ways of working to ensure that it focuses on just that which is essential.

Band D staff will need to display a commitment to four key principles: Continuous change, LEAN principles, managing uncertainty and improving performance. All those appointed to new roles in HMCTS must be wholeheartedly committed to these principles and evidence this in their application.

## **Overview**

As a new organisation HMCTS is embarking on a period of significant change. Strong leadership is a critical element in this being successful. Jobholders who have responsibility for managing staff will be required to provide clear direction and focus, visibly championing the changes which deliver greater efficiencies. The HMCTS Delivery Directors expects managers in the organisation to operate in a culture of openness and honesty, demonstrating a commitment to change through involvement and empowerment, and by delivering results.

## **The key purpose of the role is to**

- To manage the courtrooms to ensure that cases are dealt with promptly in liaison with judiciary, legal profession and staff and to ensure that all subsequent results are accurately & promptly recorded in line with targets. Also to ensure that all ancillary duties are carried out effectively.

## Key responsibilities

<b>Administration</b>	<ul style="list-style-type: none"><li>• To ensure that a comprehensive log is kept of representation orders and that a judge's report is available at all sentence hearings.</li><li>• To accurately prepare case summaries for Resident Judge.</li><li>• To ensure that applications for representation orders are checked and approved upon authorisation of Judge.</li><li>• To determine all claims for costs including re-determinations, Prior Authority and Wasted Costs and provide written reasons in accordance with the appropriate regulations and within targets.</li><li>• To determine accurately witnesses' expenses within target times and provide written reasons upon request when required in accordance with guidelines.</li><li>• Process general correspondence within target and in particular procedural deadlines for any resulting amendments.</li><li>• Ensure compliance with financial and operational risk management policies when determining and processing costs in accordance with department guidelines.</li><li>• Undertake any allocated tasks as part of the role i.e. PA Role to Judiciary when required; arranging marshalling and swearing in of Justices.</li></ul>
<b>Operations</b>	<ul style="list-style-type: none"><li>• To ensure efficient through put of listed work in the allocated court room on a daily basis, giving appropriate support to judiciary and keeping the List Office and other agencies fully apprised of developments when necessary.</li><li>• To meet with the Judge before sitting and to be available in Court as required.</li><li>• To maintain full recording of hearings using the DARTS technology ensuring accurate audio allocation to correct cases.</li><li>• To sit in court on a daily basis and ensure that cases called on time, all parties are in court at appropriate time. Correct phraseology used for arraignment, empanelling, taking verdicts</li><li>• To maintain the court file including accurate recording of relevant matters and judicial decisions, accurate completion of Xhibit log and Crest Orders and all subsequent forms, orders and results exported onto the Portal within Target.</li><li>• Carry out 100% HMCTS assurance programme compliance of all Resulting and ensure appropriate risks are identified and managed.</li><li>• Ensure that appropriate codes of conduct are applied to the Courtroom and other areas of the Court premises whilst sitting and during adjournments and to actively intervene and encourage compliance.</li><li>• To ensure that obligations under the Victim Code and the standards under the Witness Charter are complied with.</li><li>• Ensure all court users are treated fairly and with respect, and understand how their own performance impacts on that of the court and the confidence of users.</li><li>• Ensure that appropriate files are passed to administration teams within agreed target times.</li><li>• Take part in and deliver employee engagement activities to effect good working relationships with staff and to improve service delivery and staff morale / motivation.</li></ul>

	<ul style="list-style-type: none"> <li>• Comply with HMCTS values, policies and procedures (including diversity, attendance and discipline).</li> <li>• Maintain effective working relationships with the judiciary, supporting agencies, voluntary and user groups. Working with agencies to improve the level of service offered to users.</li> <li>• Apply LEAN principles, tools and techniques to working practices to improve efficiency of operations.</li> <li>• Perform any Incident Control Duties as required in the 'in court role'</li> </ul>
<b>Team leadership</b>	<ul style="list-style-type: none"> <li>• Lead a team of staff ensuring that its members are organised, and fully skilled to meet their work objectives. Effectively managing both team and individual performance, addressing any issues as they arise, in line with HR policy.</li> </ul>
<b>Processing and managing casework</b>	<ul style="list-style-type: none"> <li>• Work with staff to ensuring that casework is appropriately managed, providing information / advice where process deviations have occurred.</li> </ul>
<b>Calculations and analysis</b>	<ul style="list-style-type: none"> <li>• Identify and implement solutions to local problems, referring more complex problems to the line manager</li> </ul>
<b>Communicating with the public, juries, the judiciary, other court and tribunal users and representatives of other agencies and organisations</b>	<ul style="list-style-type: none"> <li>• Ensure effective and timely liaison with Judiciary, Counsel, List Officer, Jury Officer, Ushers and Court users to maintain high levels of court performance.</li> <li>• Ensure Customer Standards are maintained and improved; complaints and dealt within target and in line with HMCTS Complaints Handling Policy and any feedback on lessons learnt is shared with staff.</li> </ul>
<b>Representation</b>	<ul style="list-style-type: none"> <li>• Represent the function you have been assigned to at an operational level.</li> </ul>
<b>Specialisms</b>	<ul style="list-style-type: none"> <li>• To have a working knowledge of functions undertaken within the Cluster, to support the development and review of policies and procedures.</li> <li>• To provide specific functions as directed by line management in line with the SOP for providing that service.</li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Reporting to a Delivery Manager.</li> </ul>

## Other duties

The post holder is required to work in a flexible way and undertake any other duties reasonably requested by line management which are commensurate with the grade and level of responsibility of this post.

## Operational Delivery in HMCTS

This role is part of the Operational Delivery Profession. Operational delivery professionals are the outward face of government, providing essential services to the public in a variety of roles. They work in many different departments and agencies across the breadth of the UK, delivering service to customers in

- Face-to-face roles in HMCTS for example a court usher
- Contact Centre roles in HMCTS for example call centre advisers
- Processing roles in HMCTS for example Staff at the County Courts Money-Claims Centre and Courts and Tribunal Administration

Being part of the operational delivery profession means belonging to a cross-government community of people. This will offer you access to information on professional standards, skills development and

qualifications to help you continue to improve your development and performance and expand your career options.