



HM Courts & Tribunals Service

Job Title: Query Management & Case Administration Officer

Reference
number

Role Profile ID



Role Purpose : This role is the main customer-facing role in CTSC, and will provide an accessible and inclusive service to users, providing clear signposting and guidance to all users, coaching them in the use of the online platform and providing information to resolve their queries and processing/updating high-volume case details accurately and efficiently. They will deal with the needs of service users.

HMCTS is responsible for the administration of courts and tribunals across England and Wales and non-devolved tribunals in Scotland and Northern Ireland for supporting an independent judiciary to administer and improve access to justice. The organisation has a strong emphasis on delivery and a strong customer-focus, with evidence-led performance management key to its operations. HMCTS is embarking on a period of significant change which will see the organisation transform over the next 5 years to deliver a world class justice system. Our vision is to have an efficient and effective courts and tribunals system which enables the rule of law to be upheld, and provides access to justice for all. Our Courts and Tribunal Service Centres (CTSCs) will provide the first point of access for all users of courts and tribunals, ensuring that all cases are dealt with efficiently and effectively, providing a quality service and an outstanding user experience. They will be places where user queries are dealt with fully, cases are progressed in a timely manner and will ultimately provide the administrative backbone of the courts and tribunals system.

Role Specific Details	
Business Area	CTSC Operational Delivery
Working Pattern	Full Time (Part Time/Job Share to be considered)
Start Date	ASAP
Location (Region, City)	Stoke-on-Trent
Grade	E
Organisation Grade for MOJ	AO
Salary	£18,514 - £20,020
Role Type	User / Case Support

Our inclusivity commitment: We aim to create an inclusive organisation in which employees from all backgrounds can give their best, are treated fairly and are valued for their contribution. The Civil Service aims to be the UK's most inclusive employer. HMCTS is proud to offer the guarantee interview scheme (GIS) for candidates with disabilities who meet the minimum selection criteria in support of this aim.



Query Management & Case Administration Officer

Job Family	Customer Facing	Reference number						
Job Sub-Family/Group	User Support, Case Support							
Grade Level	Band E (AO)							
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Key Accountabilities		Key Relationships / Contacts						
<ul style="list-style-type: none">• Provide professional friendly support and guidance to users of online services via a variety of channels (telephony, webchat, email), in line with quality standards, to ensure the delivery of a high quality customer/user focused service on a daily basis and deliver a service focused on quality as well as timeliness• Triage users to relevant services, using HMCTS prescribed service scripts and knowledge base on a daily basis, to ensure users get the right information they need at the right time, so that everyone understands what is needed and what will happen.• Jurisdiction-related administration using HMCTS predefined protocols and processes to process non-automated work.• Undertake case-readiness assessment and progress the case to the next phase, and providing information to allow users to understand what the next stage is and what they can expect next.• Identify users requiring extra/different support and undertaking basic assessment of users' Assisted Digital needs, in accordance with procedure and referring suitable cases to third party supplier on a daily basis, to ensure users understand and can participate in the new digital process.• To handle, and where possible resolve, first contact user complaints in accordance with predefined HMCTS policy and procedures so that users feel they have been listened to and that their complaint has been handled fairly. Update the CRM system so details do not have to be repeated to a different QMCA Officer.• Read relevant Knowledge articles to maintain accurate and up-to-date knowledge of processes and systems, to be able to provide users with the right information, when they need it with no delay or confusion• Proactively engage with HMCTS workforce planning / shift allocation tools to ensure business requirements are being met.• Work as part of the team in considering continuous improvements necessary for effective delivery and feeding these into the wider CI channels.		<p>This role will provide front-line contact with service users (members of the public, professional service users) providing information and guidance on procedures and answering queries. Communication with courts & tribunal centres regarding on-the-day hearing information</p> <ul style="list-style-type: none">• Judiciary – to provide or request information regarding cases proceeding through CTSC/HMCTS• Public and Justice Partners (professional court/tribunal users – solicitors, barristers, police, probation, witness support) – providing and requesting information regarding current and potential cases to ensure everyone understands what is needed and what will happen• Regional and Court & Tribunal Centre teams – sharing information on cases being heard at court/tribunal• Third party Assisted Digital service providers – sharing information regarding referred users• Bulk scanning & printing provider – exchanging information on acceptability of non-standard documentation for cases.						
Knowledge, Skills and Experience		Strengths						
		<table><tr><td>Adaptable Service Precise Explainer</td><td>Resilient Empathy Emotionally Intelligent</td></tr></table>	Adaptable Service Precise Explainer	Resilient Empathy Emotionally Intelligent				
Adaptable Service Precise Explainer	Resilient Empathy Emotionally Intelligent							
		Complexity Descriptors						
<ul style="list-style-type: none">• Knowledge and understanding of the user experience (customer service) – empathising with end users and ensuring a professional and speedy user experience• Detailed knowledge of user interactions with online interfaces and coaching skills to be able to guide callers through engaging 'digitally'• Verbal communications and good command of the English language, to be able to explain potentially complex information in simple terms for the user to understand and action, so that they understand what to expect and what is expected of them.• Knowledge of alternative sources of information or guidance to signpost callers, and explaining progress and next steps in case progression and hearing issues.• Flexibility to move between roles to support effective and efficient use of resources to meet users needs.• Strong emotional intelligence, to be able to understand callers needs and provide excellent customer service whilst staying within prescribed business parameters• Proactive issue resolution – anticipating issues before they become a problem, proactively resolving routine problems and escalating serious issues		<table><tr><td>Problem solving</td><td>Responsible for triage and signposting decisions suitable for the user, in accordance with protocols and guidance. Requesting information from users to ensure accuracy and efficiency in court/tribunal processes, in accordance with HMCTS requirements. Processing casework in accordance with guidelines and protocols.</td></tr><tr><td>Management of resources</td><td>None. (other than own time and resources)</td></tr><tr><td>Autonomy</td><td>In handling user queries and case administration work the role holder will be required to work within closely defined standard procedures and protocols, and will refer unusual or complex issues to team leader or Judicial/case directions team.</td></tr></table>	Problem solving	Responsible for triage and signposting decisions suitable for the user, in accordance with protocols and guidance. Requesting information from users to ensure accuracy and efficiency in court/tribunal processes, in accordance with HMCTS requirements. Processing casework in accordance with guidelines and protocols.	Management of resources	None. (other than own time and resources)	Autonomy	In handling user queries and case administration work the role holder will be required to work within closely defined standard procedures and protocols, and will refer unusual or complex issues to team leader or Judicial/case directions team.
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**The key behaviours for the role are:**

- Managing a quality service
- Delivering at pace
- Communicating and influencing
- Working together

Further information and guidance can be found in your candidate pack.

Apprenticeships: At HMCTS we are committed to developing our people. If you are successful in securing this role you may also be given the fantastic opportunity to complete an apprenticeship and gain a nationally recognised qualification whilst being paid, at no cost to yourself.

CTSC ways of working:

HM Courts and Tribunals Service Centres will operate between the hours of 8am-8:30pm Monday to Friday and Saturday from 8am - 4:30pm.

This campaign is to specifically to support CTSC opening hours from 12:00 until 8:30pm and alternative Saturday working (where a Saturday is worked, an alternative non-working day will be agreed)

There will be a variety of shift patterns available to work between the operating hours. Applications from candidates wishing to work reduced hours are welcome. Reduced hours will be considered and final working patterns will be agreed at point of offer.

Upon accepting a role, successful candidates will attend the first two weeks of their learning journey on a full time basis and this schedule will be discussed at the point of offer. For candidates who work reduced hours will be paid for the additional hours they work and will revert to their agreed working pattern upon conclusion of the initial 2 weeks of learning.

