

Role Profile: Query Management & Case Administration Officer		Reference Number
		XXXX
Job Family Group	Operational Delivery	Role Purpose
Job Family	Service Delivery	
Grade Level	Band E	
Key Accountabilities		Key Relationships and Contacts
<ul style="list-style-type: none">• Provide professional friendly support and guidance to users of online services via a variety of channels (telephone, webchat, email), in line with quality standards, to ensure the delivery of a high quality 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 a 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		Complexities
<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, or willingness to learn, 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		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.