



HM Courts & Tribunals Service

Directorate: National Business Centres (NBC)

Job Title: Team Leader

Grade: Executive Officer (EO)

Overview

HM Courts & Tribunals Service (HMCTS) is an agency of the Ministry of Justice. We provide support for the legal system across England and Wales, along with non-devolved tribunals in Scotland and Northern Ireland, ensuring justice works for everyone.

Our Justice system defends our fundamental rights and freedoms. It is a cornerstone of our modern society. It protects some of the most vulnerable people in our communities, from families in crisis to claimants and commercial businesses. We have a responsibility to deliver a Justice system that is accessible to everyone and operates efficiently.

The key purpose of the role is to

- Manage and plan the workload of a team which provides administrative support and excellent customer service to all stakeholders, judiciary and management.
- Lead and manage a team of staff, ensuring that its members are organised, and fully skilled to meet their work objectives, using Standard Operating Procedures (SOPs) and other continuous improvement tools.
- To assist in the delivery of performance against targets.

Essential Skills & Criteria:

- Ability to motivate and support your team to deliver excellent customer service and achieve effective performance.
- Experience of working in an administrative role in a customer focussed environment
- Proficient with IT and Microsoft Software packages
- Excellent communication and organisational skills

Key responsibilities:

Operations

- Lead the implementation of efficient and consistent administrative practices, procedures and standards, implementing solutions to identified problems.
- Manage resources (including staff and facilities) to ensure excellent customer service to all stakeholders, judiciary and management.
- Monitor key performance areas, analysing performance trends and making recommendations for improvement to the Delivery Manager.
- Conduct ongoing reviews of procedures and work practices and manage the implementation of new initiatives and legislation.
- To provide written and verbal advice to queries from staff and HMCTS users.
- Contribute to the delivery of operational, performance and service standard targets.

- Provide statistical data for the management team and judiciary.
- Deal with any accommodation issues that arise and liaising with estates/ facilities and/or contractors as needed.
- Contribute to the business plan, with focus on the team's area of work.
- Monitor and proactively report on HMCTS assurance programme and contribute to ongoing development.
- Ensure the risk management system and standards are applied by all staff in line with HMCTS/MOJ policy.
- Ensure Governance and Assurance around the safe and secure receipt, accounting and transfer of both money and personal data.
- Alert others, as appropriate, to risks which are not capable of local resolution.
- Deputise for the Delivery Manager, as necessary.
- Deal with customers and complaints and address root causes of complaints.
- Apply Continuous improvement principles, tools and techniques to working practices to improve efficiency of operations

Team leadership

- 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.
- Assign responsibilities for action and monitoring progress against plans.
- Ensure that performance management and reward & recognition systems are utilised effectively throughout area of responsibility, ensuring consistent standards through benchmarking, and encouraging and rewarding good ideas and creativity.
- Plan, co-ordinate and organise training and development for staff. Ensuring that learning & development needs of all staff, including inductees, are identified and met.
- Identify staff potential and develop in line with business and individual needs.
- Identify recruitment needs and retention issues, assessing resource requirements against demands.
- Be responsible for health and safety issues for the team and their immediate working environment.
- Take a lead in employee engagement activities to maintain good working relationships with staff and to improve service delivery and staff morale / motivation.
- Ensure staff are aware of HMCTS strategic objectives and are updated in relation to corporate messages.
- Role model HMCTS values, and apply policies and procedures (including diversity, attendance and discipline).
- All Grade EO staff are expected to perform other management roles in addition to their own role.

Processing and managing casework

- Work with staff to ensuring that casework is appropriately managed, providing advice where process deviations have occurred.

Calculations and analysis

- Identify and implement solutions to local problems, referring more complex problems to a Cluster Delivery Manager.

Communicating with the public, juries, the judiciary, other court and tribunal users and representatives of other agencies and organisations

- 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.
- Provide feedback to staff, judiciary and other stakeholders on performance against targets.
- Think beyond own area of responsibility, considering wider policy and organisational implications of issues.

- Attend and contribute at User Group meetings.

Representation

- Represent the function you have been assigned to at an operational level

Specialisms

- Have a working knowledge of functions undertaken within the Cluster, to support the development and review of policies and procedures.
- Provide specific functions as directed by line management in line with the SOP for providing that service.

Accountability

- Reporting to a Delivery Manager.

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.