



HM Courts &
Tribunals Service

Candidate Information Pack

HM Courts & Tribunals Service (HMCTS)
Courts and Tribunals Service Centres

Query Management and Case Administration Officer

Band E

Stoke-on-Trent



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Welcome Message



Thank you for your **interest**
in our **Courts and Tribunal**
Service Centre roles in **HMCTS**

HMCTS is responsible for the administration of the criminal, civil and family courts and tribunals in England and Wales and non-devolved tribunals in Scotland and Northern Ireland. We believe justice is the foundation of a safe, fair and prosperous society and we are creating a justice system that works for everyone.

The Courts and Tribunals Service Centres are a unique opportunity for you to play a part in the end result of the HMCTS reform programme. You will be at the front line, helping our customers progress through the new online services that are transforming our Justice system.

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

I'm pleased that you've shown an interest in this role, and I hope this candidate pack helps highlight the opportunities of working for HMCTS.

Regards

Zoe Blake
Delivery Director
HMCTS Courts and Tribunals Service Centres

Background to HMCTS

HM Courts and Tribunals Service is responsible for the administration of criminal, civil and family courts and tribunals in England and Wales, and non-devolved tribunals in Scotland and Northern Ireland. We are an executive agency of the Ministry of Justice. Every year, we handle more than 2 million criminal cases, 1.8 million civil claims, 150,000 family law disputes, almost 800,000 tribunal cases and we collect over £440m of fines imposed by courts.

Our 15,000 people working in around 349 courts, tribunals and national centres, play a vital role in maintaining the rule of law, supporting access to justice for all, and providing support to an independent judiciary in the administration of justice.

HMCTS is in the second year of our ambitious six-year programme to reform the courts and tribunals system. Together, we are changing how we work to ensure that our justice system continues to lead and inspire the world, and works better for everyone, from judges and legal professionals, to witnesses, litigants and the vulnerable victims of crime.

Our new Courts & Tribunal Service Centres will deliver the majority of services direct to the public and will complement our local courts and tribunals. They will centralise our expertise, providing the right tools for the job with modern technology in well-equipped offices. This will help us provide an excellent service for people who need to access the justice system, wherever they live. Courts & Tribunal Service Centres are our administrative offices of the future, where our colleagues will, by the end of our transformation, deal with almost all types of court and tribunal cases.

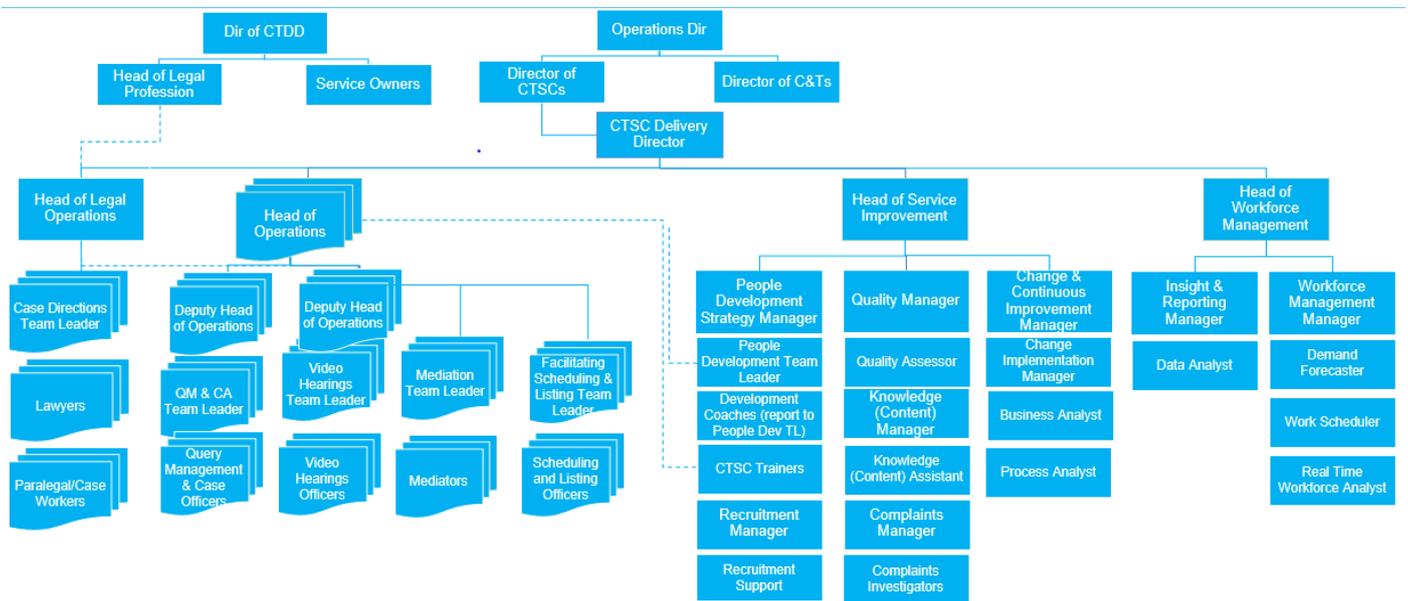
Courts and Tribunal Service Centres

The transformation of HMCTS is one of the most challenging and complex programmes in central government: by the time it completes in 2022/23, it will have radically changed how justice is delivered across England and Wales.

The Courts and Tribunals Service centres are the administrative offices of the future. Providing hubs for telephony, assisted digital, case progression and hearing support, these centres will provide a consistent national service that enables cases to move through to conclusion smoothly and that provide the right support to the local judiciary.

Spread nationally over several sites, these centres will be home to just under half of our workforce in total by the end of reform. We are working to reform a Justice system that has in the past relied heavily on on paper based processes and the CTSCs are among the first steps in being able to support a modern, digital Justice system.

Organisational Chart – Courts and Tribunals Service Centres



Team Context - Query Management & Case Administration

This team will be a single point of entry for both service-specific and technical enquiries. You will be involved in the processing of all reformed online HMCTS services and delivering the HMCTS “Our Promise” to users of the service.

Some of the key responsibilities of this team are:

- To provide clear signposting and guidance to all users wherever they are in their user journey.
- To coach the user in the use of the online platform and/or provide information to resolve their queries.
- To provide a helpful triage service and reduce time lost in the resolution of their query.
- To be the frontline of delivery for the agreed Service Level Agreements (SLAs)
- Assessing users needs in relation to accessing digital services and providing the necessary assistance or signposting users to dedicated assistance.
- Updating case/accounts accurately and adhering to system/process requirements. Supporting users in the set up of case/account creations and updates
- Responding to customer queries, handling and recording of user feedback and complaints through various contact channels (online/social media/telephone)
- Allocate and verify payments made by users accurately.

Vacancy Description

Job Title	Query Management & Case Administration Officer
Salary	<p>The salary for this post is set within Band E range of:</p> <p>Stoke-on-Trent - £18,514 - £20,020</p> <p>New recruits to the Civil Service joining MoJ are expected to join at the band minimum.</p> <p>Existing civil servants applying on promotion will usually be appointed on the salary minimum of the pay band or with an increase of 10 percent on their existing base salary (restricted to the new pay band maximum), whichever is the higher.</p> <p>Existing civil servants moving at the same grade will retain their existing remuneration package.</p>
Vacancy Description	<p>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.</p> <p>Key accountabilities include:</p> <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 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.

Person Specification

- 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’
- A good command of the English language, which enables you to explain complex information in simple terms for the user.
- 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.

The Recruitment Process

How to Apply

Join us, and you will be part of an organisation dedicated to creating a better justice system for everyone. If you believe you have the skills and qualities we are looking for, then we encourage you to apply.

Your personal qualities will be as important as your professional experience, and we welcome applications from all backgrounds. Our thorough selection process ensures that you, and every other candidate, will receive equal and fair treatment.

The Civil Service recruits using Success Profiles. This means for each role we advertise, we consider what you will need to demonstrate in order to be successful. This gives us the best possible chance of finding the right person for the job, drives up performance and improves diversity and inclusivity.

You will need to provide the following as part of your application process:

- A statement in no more than 250 words outlining your skills and experience against the following Civil Service Behaviour.
 - Managing a Quality Service – Level 1
- Candidates will be asked to upload a CV.

More details on the Success Profiles Framework and Civil Service Behaviours can be found here:



Success Profiles - Behaviours.pdf

Overview of the Process

Applications are invited online via CS Jobs www.civilservicejobs.service.gov.uk and your application will be managed through an online automated process.

Applications will be sifted to select those demonstrating the best fit for the post and candidates will be assessed against an application form and behaviour statement.

External candidates will be asked to upload a CV.

Shortlisted candidates will be invited to an interview focusing on your behaviours and strengths. You may also be asked to partake in an assessment or work simulation as part of the selection process.

Full details of the selection and assessment process will be made available to shortlisted candidates once the sift has been completed.

Depending on the volume of applications it may not always be possible to provide feedback to all candidates. Candidates may request feedback

	<p>following the interview stage.</p>
<p>Arrangements for interview</p>	<p>The interviews and assessments will take place in Stoke-on-Trent.</p> <p>The full details of the interview dates, times and locations will be made available to successful candidates at the sift stage.</p> <p>You will be advised of the format in advance.</p> <p>Expenses incurred by candidates during the recruitment process will not be reimbursed by the Department except in exceptional circumstances and only when agreed in advance.</p>
<p>Reserve List</p>	<p>If we receive applications from more suitable candidates than we have vacancies for at this time, we may hold suitable applicants on a reserve list for 12 months, and future vacancies in the Civil Service requiring the same skills and experience could be offered to candidates on the reserve list without a new competition.</p>
<p>Closing date</p>	<p>Rolling campaign</p>
<p>Further Information</p>	<p>If you have any questions about the role or would like to discuss the post further, please contact moj-recruitment-vetting-enquiries@sscl.gse.gov.uk quoting the seven digit job reference number in the subject field.</p>
<p>Alternative Formats</p>	<p>If you wish to receive a hard copy of the information, or in an alternative format e.g. Audio, Braille, or large Font then please contact moj-recruitment-vetting-enquiries@sscl.gse.gov.uk</p>
<p>Civil Service Commission's Recruitment Principles</p>	<p>Selection for appointment to the Civil Service is on merit, on the basis of fair and open competition, as outlined in the Civil Service Commission's Recruitment Principles.</p> <p>The Civil Service Commission has two primary functions:</p> <ul style="list-style-type: none"> • Providing assurance that selection for appointment to the Civil Service is on merit on the basis of fair and open competition. For the most senior posts in the Civil Service, the Commission discharges its responsibilities directly by overseeing the recruitment process and by a Commissioner chairing the selection panel. • Hearing and determining appeals made by Civil Servants under the Civil Service Code which sets out the Civil Service values – Honesty, Integrity, Impartiality and Objectivity – and forms part of the relationship between civil servants and their employer. More detailed information can

be found at the Civil Service Commission website

<http://civilservicecommission.independent.gov.uk>.

Terms, Conditions and Benefits

The information offered in this document is supplied in good faith but does not in itself form any part of the contract of employment.

Appointment Term	Permanent
Location	Stoke-on-Trent
Working Arrangements	<p>This role is available for full-time, or flexible working arrangements. Part-time working arrangements will also be considered.</p> <p>Courts and Tribunals Service Centres will operate between the hours of 8am-8pm Monday to Friday and 8am-2pm on Saturdays. Candidates will be asked to indicate their preferences for shift patterns at interview stage and working hours will be agreed at the point of offer.</p>
Pension	<p>Your pension is a valuable part of your total reward package where:</p> <ul style="list-style-type: none"> • the employer makes a significant contribution to the cost of your pension; • your contributions come out of your salary before any tax is taken. This means, if you pay tax, your take-home pay will not be reduced by the full amount of your contribution; and • your pension will continue to provide valuable benefits for you and your family if you are too ill to continue to work or die before you retire. <p>For more information, visit http://www.civilservicepensionscheme.org.uk/</p>
Leave Allowance	<p>Generous allowances for paid holiday starting at 25 days per year, and rising as your service increases. There is also a scheme to allow qualifying staff to buy or sell up to three days leave each year. Additional paid time off for public holidays and 1 privilege day. Leave for part-time and job share posts will be calculated on a pro-rata basis.</p>

<p>Training and Development</p>	<p>The Department offers engaging jobs in work that really matters; jobs which have a direct impact on the quality of public services. Roles can offer great job satisfaction and there are many opportunities to develop and progress both within the Department and across the wider Civil Service.</p> <p>To create a more skilled and unified organisation to transform services, the Civil Service is developing 10 specialist areas of expertise. www.gov.uk/government/publications/functional-model-for-more-efficient-and-effective-government</p> <p>These cross-government functions provide professional services and support to departments and supplement the 25 recognised professions within the Civil Service and who are there to support your own professional development www.gov.uk/government/organisations/civil-service/about/recruitment</p> <p>We are committed to investing in our staff and offer a range of work based training and qualifications, coaching and mentoring opportunities and a guaranteed five days of learning a year.</p>
<p>Other Benefits</p>	<ul style="list-style-type: none"> • A range of ‘Family Friendly’ policies such as opportunities to work reduced hours or job share. • Access to flexible benefits such as salary sacrifice arrangements for childcare vouchers, and voluntary benefits such as retail vouchers and discounts on a range of goods and services. • Paid paternity, adoption and maternity leave. • Free annual sight tests for employees who use computer screens. • Interest free season ticket and bicycle loans. • Some departments also offer onsite facilities including fitness centres and staff canteens.
<p>Modernised Terms and Conditions</p>	<p>Civil Servants taking up appointment on promotion will adopt the modernised Civil Service terms and conditions which came in to effect from 1 July 2013. Existing Civil Servants appointed on level transfer will retain their existing terms and conditions.</p>
<p>Eligibility</p>	<p>The post is advertised to suitably qualified people in the external market and on level transfer or promotion to existing Civil Servants and those in accredited Non Departmental Public Bodies.</p>
<p>Security Clearance</p>	<p>Before the appointment of the successful candidate can be confirmed, the Department will undertake background security checks. As part of this, we will need to confirm your identity, employment history over the past three years (or course details if you were in education), nationality and immigration status, and criminal record (unspent convictions only). The successful candidate must hold or be willing to obtain security clearance to <u>Baseline (BPSS) clearance level.</u></p>

<p>Nationality</p>	<p>To be eligible for employment you must be a national from the following countries:</p> <ul style="list-style-type: none"> • The United Kingdom • The Republic of Ireland • The Commonwealth* • A European Economic Area (EEA) Member State • Switzerland • Turkey <p>Certain family members of EEA, Switzerland and Turkish nationals are also eligible to apply regardless of their nationality.</p> <p>(*Commonwealth citizens not yet in the UK, who have no right of abode in the UK and who do not have leave to enter the UK are ineligible to apply.) For further information on whether you are eligible to apply, please visit Gov.UK.</p>
<p>Reserved for UK Nationals</p>	<p>Certain posts, notably those concerned with security and intelligence, might be reserved for British citizens, but this will not normally prevent access to a wide range of developmental opportunities within the Civil Service. This is not a reserved post.</p>
<p>Conflicts of Interest</p>	<p>Candidates must note the requirement to declare any interests they may have that might cause questions to be raised about their approach to the business of the Department. They are required to declare any relevant business interests, shareholdings, positions of authority, retainers, consultancy arrangements or other connections with commercial, public or voluntary bodies, both for themselves and for their spouses/partners.</p> <p>The successful candidate will be required to give up any conflicting interests and his/her other business and financial interests may be published.</p> <p>If you believe you may have a conflict of interest, please contact moj-recruitment-vetting-enquiries@sscl.gse.gov.uk before submitting your application.</p>
<p>Equality and Diversity</p>	<p>The Department is committed to being an equal opportunities employer. We value and welcome diversity. We aim to develop all our staff to enable them to make a full contribution to meeting the Department's objectives, and to fulfil their own potential on merit. We will not tolerate harassment or other unfair discrimination on grounds of sex, marital status, race, colour, nationality, ethnic origin, disability, age, religion or sexual orientation. We will promote and support the use of a range of flexible working patterns to enable staff to balance home and work responsibilities; and we will treat people fairly irrespective of their working arrangements.</p> <p>Under the terms of the Equality Act 2010, we are legally required to consider making reasonable adjustments to ensure that disabled people are not disadvantaged in the recruitment and selection process. We are therefore committed to meeting, wherever possible, any needs you specify in your application. We will also consider any reasonable adjustments under the terms of the Act to enable any applicant with a disability (as defined under the Act) to meet the requirements of the post.</p>

	<p>The Department uses the ‘two ticks’ Disability Symbol, showing it is an employer which has a positive attitude towards applications from disabled people. The Department also offers a Guaranteed Interview Scheme (GIS) for all disabled applicants. We are committed to interviewing all applicants with a disability who provide evidence of meeting the minimum requirements necessary for the post, as set out in this applicant pack.</p> <p>To be eligible, your disability must be within the definition laid down in the Equality Act 2010. A disabled person is defined by the Equality Act 2010 as someone who has a physical or mental impairment, which has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities. For the purposes of this policy, these words have the following meanings:</p> <ul style="list-style-type: none"> • ‘substantial’ means more than minor or trivial • ‘long-term’ means that the effect of the impairment has lasted, or is likely to last, 12 months (there are special rules covering recurring or fluctuating conditions) • ‘normal day-to-day activities’ include everyday things like eating, washing, walking and going shopping. <p>Should you consider yourself eligible to apply for this post under the GIS, please complete the form at Annex B.</p>
<p>Civil Service Code</p>	<p>All civil servants are subject to the provisions of the Civil Service Code that details the Civil Service values, standards of behaviour and rights and responsibilities. For further information, visit Gov.UK.</p>
<p>Complaints</p>	<p>If you feel your application has not been treated in accordance with the Recruitment Principles, and you wish to make a complaint, you should contact moj-recruitment-vetting-enquiries@sscl.gse.gov.uk in the first instance.</p>
<p>People Promise</p>	<p>This guide explains what our people promise means in real terms to you, your day-to-day work and your future with HMCTS.</p> <div data-bbox="568 1424 632 1487" data-label="Image"> </div> <p>People Promise.pdf</p>