



HM Courts & Tribunals Service

Job Title: Query Management & Case Administration Team Leader



Role Purpose : This role will provide day-to-day management and leadership to the Query Management & Case Administration team, which are likely to be 8-10 staff, and focussing on the direction of the team in cooperation with the other QMCA Team Leaders to ensure consistency. The role will be responsible for coaching the team on service improvement and ensuring the teams provide an accessible and inclusive service to diverse service users through great people service skills.

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
Grade	D
Organisation Grade for MOJ	EO
Salary (Starting)	£20,775
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 Team Leader

Job Family	Customer Facing	Reference number										
Job Sub-Family/Group	User / case support											
Grade Level	Band D (EO)											
Role Purpose	This role will provide day-to-day management and leadership to the Query Management & Case Administration team, which are likely to be 8-10 staff, and focussing on the short to medium term direction of the team in cooperation with the other QMCA Team Leaders to ensure consistency. The role will be responsible for coaching the team on service improvement and ensuring the teams provide an accessible and inclusive service to diverse service users through great people service skills.											
Key Accountabilities		Key Relationships / Contacts										
<ul style="list-style-type: none">Coach, motivate and support Query Management & Case Administration Officers in their interactions with service users, both in terms of the quality and accuracy of interactions with service users, in line with quality standards, to ensure the delivery of a high quality customer/user focused service on a daily basis and delivering a service focused on quality as well as timelinessWork with Real-time Workforce Analysts to ensure service delivery is maintained during busy periods by making changes to team's workflow and activities to ensure consistent delivery of excellent service to users and to maintain effective team performance.Work with team and with other HMCTS teams to ensure business objectives and associated targets are met and team and individual performance is maintained.Work with Quality Assessors on improvements in staff performance and either coach for improvement or refer to People Development team for skills and knowledge development to ensure focus is maintained on maintaining or improving standards of service delivery to users/customers and supporting effective individual performance.Liaise with People Development team on development plans for staff and schedule development activity to ensure consistent levels of service to users is maintained and staff have the right knowledge and skills to meet various user/customer needsProvide pastoral support for Query Management & Case Administration Officers in day-to-day management issuesLead the team in continuous improvement activity and feed this into the Continuous improvement workstream for CTSCsWork with Workforce Planning & Work Scheduling teams to ensure staff details are up-to-date for scheduling and planning purposes so that CTSC has the right people with the right skills and knowledge available at the right timeProvide support to QMCA team with difficult & complex issues, and escalate if necessaryEnsure team and individuals maintain the essential required knowledge by enabling access to and checking staff have read relevant Knowledge articles to ensure their knowledge is accurate and up-to-date, and sharing information at daily TIB meetings ensuring customers/users are given the correct information they need, when they need it.		<ul style="list-style-type: none">Deputy Head of Operations, reporting on performance and day to day management issues, providing informationQuality Assessors and People development team, discussing performance of team members and improvements neededWorkforce Planning & Work Scheduling teams, to discuss allocation of staff resource to meet expected needsReal-time analysts & Quality assessors on current performance and possible improvements in staff performance needed. Workforce planning teams on planning and scheduling staff for work and resource changes to meet immediate requirements										
Knowledge, Skills and Experience		Complexity Descriptors										
<ul style="list-style-type: none">Provide Leadership to the team, visibly demonstrating and embedding the new culture and ways of working for CTSC in delivering service excellence across all CTSC jurisdictionsPeople management skills to ensure team is working effectively together where necessaryWillingness to build knowledge of HMCTS people policies, including performance management, attendance management, grievance and disciplinary policies in order to manage team effectively and ensure continued service delivery to users.Knowledge of business processes, to be able to coach and support team where neededKnowledge of IT systems used in QMCA team, including voice recording, to be able to review individual and team performance and analyse areas for improvement or successKnowledge of quality and performance standards and KPIsCoaching skills, to be able to support QMCA team in improving service delivery		<table><tr><td>Problem solving</td><td>Will make day-to-day decisions affecting team, eg the allocation of work and decisions around the quality of staff performance, and will also deal with issues escalated by team which require greater analysis or knowledge to resolve. Will also decide when issues may require escalation to different teams where the query or work goes beyond scope of the team, in accordance with protocols and procedures..</td></tr><tr><td>Management of resources</td><td>Direct line management of QMCA Officers, likely to be a small – medium size team (8-10). No financial management but likely be able to authorise/approve small expenses amounts (eg T&S)</td></tr><tr><td>Autonomy</td><td>This role will have some discretion to act independently but will mainly work within detailed and defined procedures in the day to day management of their team and the processing of work in accordance with set standards and operating procedures.</td></tr></table>	Problem solving	Will make day-to-day decisions affecting team, eg the allocation of work and decisions around the quality of staff performance, and will also deal with issues escalated by team which require greater analysis or knowledge to resolve. Will also decide when issues may require escalation to different teams where the query or work goes beyond scope of the team, in accordance with protocols and procedures..	Management of resources	Direct line management of QMCA Officers, likely to be a small – medium size team (8-10). No financial management but likely be able to authorise/approve small expenses amounts (eg T&S)	Autonomy	This role will have some discretion to act independently but will mainly work within detailed and defined procedures in the day to day management of their team and the processing of work in accordance with set standards and operating procedures.				
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Strengths												
Team Leader	Change Agent											
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- Developing self and others
- 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 be given the fantastic opportunity to complete an apprenticeship and gain a nationally recognised qualification whilst being paid, at no cost to yourself.

Hours of work: 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..