



# HM Courts & Tribunals Service

Her Majesty's Courts and Tribunals Service

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**Job Title: Usher-Clerical Assistant**

**Pay Span: Band F**

## Background and key purpose of the role

This is a role which balances both Usher and clerical duties equally allowing you to work where needed, being an essential first point of contact for all the court users involved in hearings as an Usher whilst providing excellent general administrative support to the various teams within HMCTS. There will be regular contact with the judiciary, assisting the administrative staff with the smooth flow of court work. You will meet members of the public and their legal representatives; prepare court /hearing rooms, and complete documentation, as well as ensuring the court runs smoothly and efficiently.

Although many of the tasks are straightforward, regulated by well-established guidelines and/or detailed instructions, you will need to be prepared to react quickly and professionally to situations, some of which may be unexpected. You will be comfortable in dealing sensitively and professionally with people from all walks of life; many of whom may be vulnerable and under stress. Advice and support is readily available and there is little discretion to depart from standard procedures, which may well require you to take a firm stance when those procedures are not understood or welcomed by a court user. You will work within a team with regular management support.

Whilst initially you will be allocated to a specific court or office base, there will be a need for flexibility to work on an ad hoc basis at other courthouses and local HMCTS offices.

## Key responsibilities may include:

<b>Administration</b>	<ul style="list-style-type: none"><li>• Collecting and delivering files and bundles to the judiciary and clerks ensuring they have the necessary papers</li><li>• Providing support to colleagues &amp; judiciary outside of court / hearing times</li><li>• Operating recording equipment and maintaining records of recordings of hearings</li><li>• Creating, updating, distributing and tracking files, bundles, documents, tapes;</li><li>• Creating and/or maintaining databases, lists, manuals; completing documents including standard letters, forms, applications, orders, records, registers, statistics etc. with clearly defined information using electronic and paper systems.</li><li>• Maintaining the Court Library (including e-transcripts and books)</li><li>• Sorting and delivering lists of hearings for internal and external notice boards</li><li>• Sort and deliver lists of hearings for internal &amp; external notice boards</li></ul>
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<b>Correspondence</b>	<ul style="list-style-type: none"> <li>• Copy/audio typing, completing standard letters, forms, registers, etc. where the information is clearly defined.</li> <li>• Straightforward drafting such as acknowledgements and receipting, confirmations, court orders, warrants etc.</li> <li>• Amending standard instructions, manuals and directories, circulating and distributing documents, journals etc.</li> </ul>
<b>Post Handling</b>	<ul style="list-style-type: none"> <li>• Opening, sorting, distributing and dispatching post</li> <li>• Collecting and delivering post from appropriate offices</li> </ul>
<b>Monitoring Stock</b>	<ul style="list-style-type: none"> <li>• Including stationery and other supplies against requirements and inventories, establishing requirements, completing order forms, stock distribution</li> <li>• Ensuring Court rooms are supplied against requirements for relevant forms and stationary</li> <li>• Collecting and delivering stationary around the offices</li> </ul>
<b>Data Entry and recording</b>	<ul style="list-style-type: none"> <li>• Resulting, checking accuracy and completeness against guidelines or a proforma,</li> <li>• Straightforward money handling e.g. issuing jury payments, spending petty cash under instruction.</li> </ul>
<b>Operating equipment</b>	<ul style="list-style-type: none"> <li>• Office and court equipment e.g. computers, fax machines, scanners, photocopiers, switchboards, franking machines, messaging equipment, tape, and video recorders etc.</li> </ul>
<b>Handling telephone calls</b>	<ul style="list-style-type: none"> <li>• Answering standard enquiries and passing messages to others.</li> </ul>
<b>Arranging meetings</b>	<ul style="list-style-type: none"> <li>• Preparing rooms for hearings, tribunals, trials, meetings and clearing the court / hearing room down at the end of the day etc.</li> <li>• Using electronic diaries, booking rooms and accommodation, making travel arrangements.</li> </ul>
<b>Reception of parties to court</b>	<ul style="list-style-type: none"> <li>• Including members of the public, judiciary, juries, solicitors and barristers, the police, representatives of external Agencies etc.</li> <li>• Providing information related to proceedings, escorting court users into and from the building, swearing oaths etc.</li> <li>• Calling people into court / hearing rooms in priority order, discussing with Court Clerks and Legal Advisers and liaising with the Witness Service as necessary</li> <li>• Answering face to face enquiries</li> <li>• Keeping parties informed of changes e.g., of courtrooms and hearing times</li> </ul>

## 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.

## Skills & Qualifications

2 GCSE's at Grade C or above, or equivalent qualifications OR have experience of working with the public in a busy public service environment. Ability to use a computer at the level required for the work.

## Key Civil Service Competencies

You will be required to provide evidence of the following key competencies at Level 1.

	<b>Effective Behaviour</b> People who are effective are likely to...
<b>Changing and Improving</b>	<ul style="list-style-type: none"> <li>• Review working practices and come up with ideas to improve the way things are done.</li> <li>• Learn new procedures, seek to exploit new technologies and help colleagues do the same.</li> <li>• Co-operate with and be open to the possibilities of change and consider ways to implement and adapt to change in own work role.</li> <li>• Be constructive in raising issues with managers about implemented changes and the impact these are having on the service.</li> <li>• Respond effectively to emergencies.</li> </ul>
<b>Making Effective Decisions</b>	<ul style="list-style-type: none"> <li>• Make and record effective decisions following the appropriate decision making criterion.</li> <li>• Ask questions when unsure.</li> <li>• Undertake appropriate analysis to support decisions or recommendations.</li> <li>• Investigate and respond to gaps, errors and irregularities in information.</li> <li>• Speak up to clarify decisions and query these constructively.</li> <li>• Think through the implications of own decisions before confirming how to approach a problem/issue.</li> </ul>
<b>Leading and Communication</b>	<ul style="list-style-type: none"> <li>• Put forward their own views in a clear and constructive manner, choosing an appropriate communication method, e.g. e-mail/telephone/face to face.</li> <li>• Act in a fair and respectful way in dealing with others.</li> <li>• Write clearly in plain simple language and check work for spelling and grammar, learning from previous inaccuracies.</li> <li>• Ask open questions to appreciate others' point of view.</li> </ul>
<b>Collaborating and Partnering</b>	<ul style="list-style-type: none"> <li>• Proactively contribute to the work of the whole team.</li> <li>• Get to know fellow team members/colleagues and understand their viewpoints and preferences.</li> <li>• Seek help when needed in order to complete own work effectively.</li> <li>• Be open to taking on different roles.</li> <li>• Try to see things from others' perspectives and check understanding.</li> <li>• Listen to the views of others and show sensitivity towards others.</li> </ul>
<b>Managing a Quality Service</b>	<ul style="list-style-type: none"> <li>• Communicate in a way that meets and anticipates the customer's requirements and give a favourable impression of the Civil Service.</li> <li>• Actively seek information from customers to understand their needs and expectations.</li> <li>• Act to prevent problems, reporting issues where necessary.</li> <li>• Gain the knowledge needed to follow the relevant legislation, policies, procedures and rules that apply to the job.</li> <li>• Encourage customers to access relevant information or support that will help them understand and use services more effectively.</li> <li>• Take ownership of issues, focus on providing the right solution and keep customers and delivery partners up to date with progress.</li> </ul>

## **Operational Delivery in HMCTS**

This role is part of the Operational Delivery Profession. Operational delivery professionals are the outward face of government, providing essential services to the public in a variety of roles. They work in many different departments and agencies across the breadth of the UK, delivering service to customers in

- Face-to-face roles in HMCTS for example a court usher
- Contact Centre roles in HMCTS for example call centre advisers
- Processing roles in HMCTS for example Staff at the County Courts Money-Claims Centre and Courts and Tribunal Administration

Being part of the operational delivery profession means belonging to a cross-government community of people. This will offer you access to information on professional standards, skills development and qualifications to help you continue to improve your development and performance and expand your career options.