



HM Courts & Tribunals Service

Her Majesty's Courts and Tribunals Service

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:

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

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.

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.