



HM Courts & Tribunals Service

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Directorate: South East Region

Job Title: Team Leader

Number of Vacancies: 1

Location: Oxford Magistrates Court, The Court House, Speedwell Street, OX1 1RZ

Grade: EO

Duration: Permanent

Salary: National: £25,827 - £27,170

This position is available for existing civil servants on level transfer or promotion. Secondments and loans will be considered on an individual basis.

Background

The Tribunals Service and HM Court Service were integrated into a single Agency, HM Courts and Tribunals Service on 1st April 2011. Bringing these two organisations together has removed duplication in management functions and increased the efficiency of the administration, which has enabled HMCTS to reduce what it spends away from the front line substantially.

Consequently, there are high expectations of all staff regardless of the job they do and high performance is expected from everybody. The organisation is continuously adopting new or better ways of working to ensure that it focuses on just that which is essential.

Band D staff will need to display a commitment to four key principles: Continuous change, LEAN principles, managing uncertainty and improving performance. All those appointed to new roles in HMCTS must be wholeheartedly committed to these principles and evidence this in their application.

Overview

As a new organisation HMCTS is embarking on a period of significant change. Strong leadership is a critical element in this being successful. Jobholders who have responsibility for managing staff will be required to provide clear direction and focus, visibly championing the changes which deliver greater efficiencies. The HMCTS Delivery Directors expects managers in the organisation to operate in a culture of openness and honesty, demonstrating a commitment to change through involvement and empowerment, and by delivering results.

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 Lean TIBs, SOPs and other continuous improvement tools.
- To assist in the delivery of performance against targets.

Key responsibilities:

Operations:

- Lead the implementation of efficient and consistent administrative practices, procedures and standards, identifying and 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 required.
- Contribute to the business plan, with particular 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 LEAN 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 or updated in relation to corporate messages.
- Role model HMCTS values, and apply policies and procedures (including diversity, attendance and discipline).
- All Band D staff are expected to perform other management roles in addition to their own role.

Calculations and analysis:

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

- 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 meetings

Representation:

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

Specialisms:

- To have a working knowledge of functions undertaken within the Cluster, to support the development and review of policies and procedures.
- To 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.

Essential Skills & Criteria:

To be successful in this role, you should have the following:

- Experience of working in an administrative role in a customer focussed environment
- Proficient with IT and Microsoft Software packages
- Excellent communication and organisational skills

Application Process:

To apply for this position please complete the online application form, ensuring you provide the following:

A 250-word suitability statement against each of the following Success Profile Behaviours (Level 2):

- **Making Effective Decisions**
- **Delivering at Pace**
- **Communicating and Influencing**

In the event we receive a large volume of applications, we will sift using the lead Success Profile Behaviour: Making Effective Decisions

If selected for interview, the Success Profile Behaviours listed below will also be tested / assessed (Level 2).

- **Making Effective Decisions**
- **Delivering at Pace**
- **Communicating and Influencing**
- **Leadership**

Interviews will test three Strengths.

Please also note that interviews will be conducted face to face.

Further information on Success Profile Behaviours and Strengths, as well as the required standards for this post (Level 2), can be found at:

<https://www.gov.uk/government/publications/success-profiles>

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 requiring the same skills and experience could be offered to candidates on the reserve list without a new competition.

We welcome and encourage applications from everyone, including groups currently underrepresented in our workforce and pride ourselves as being an employer of choice. To find out more about how we champion diversity and inclusion in the workplace, visit:

<https://www.gov.uk/government/organisations/ministry-of-justice/about/equality-and-diversity>

The MoJ is proud to be Level 3 Disability Confident. Disability Confident is the approach through which we offer guaranteed interviews for all people with disabilities meeting the minimum criteria for the advertised role as set out in the job description.

Terms & Conditions:

Flexible working options

HMCTS offers a flexible working system in many of its offices.

Job Sharing and Reduced Hours

All applications for job sharing or reduced hours will be treated fairly and on a case by case basis in accordance with the MoJ's flexible working policy and equality policy.

Excess Fares and Relocation Allowances

This job is not eligible for relocation allowances, but excess fares may be considered in accordance with MoJ's excess fares allowance policy.

HMCTS offers a range of Benefits:

Annual Leave

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 is calculated on a pro-rata basis.

Pension

The Civil Service offers a choice of pension schemes, giving you the flexibility to choose the pension that suits you best.

Training

HMCTS is committed to staff development and offers an extensive range of training and development opportunities.

Reward & Recognition Scheme

Employee Discount Scheme

Provides discounts and offers for many high street and bespoke retailers

Support

- 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.

Networks

The opportunity to join employee-run networks that have been established to provide advice and support and to enable the views of employees from minority groups to be expressed direct to senior management. There are currently networks for employees of minority ethnic origin, employees with disabilities, employees with caring responsibilities, women employees, and lesbian,

