



HM Courts & Tribunals Service

Her Majesty's Courts and Tribunals Service

Royal Courts of Justice – Court of Appeal (Civil Division) and Administrative Court

Job Title: Executive Assistant

Pay Span or equivalent: Band D

The key purpose of the role is to

Provide administrative support to the Senior Legal Managers (“SLMs”) in the Court of Appeal (Civil Division) and the Administrative Court, including but not limited to acting as vacancy manager and providing support during recruitment campaigns, maintaining reports and statistics and managing the SLMs diaries. The post holder will work with four SLMs across the two courts.

Background

Her Majesty's Courts and Tribunals Service (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. It provides a fair, efficient and effective justice system delivered by an independent judiciary. HMCTS aims to ensure that all citizens receive timely access to justice according to their different needs, whether as victims or witnesses of crime, defendants accused of crime, consumers in debt, children at risk of harm, businesses involved in commercial disputes or as individuals asserting their employment rights or challenging the decisions of government bodies.

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.

Overview

Reporting to one of the SLMs the post holder will play a vital role in providing administrative support to the SLMS in the Civil Appeals Office (“CAO”) and Administrative Court Office (ACO”), arranging diaries, maintaining reports and statistics and acting as a vacancy manager on recruitment campaigns. The post holder will be required to act on their own initiative, exercising judgment and discretion, as well as showing a robust and proactive drive and commitment to deliver an excellent support service to the SLMs. Excellent written skills are essential as well as excellent organisational

skills and attention to detail. The post holder must also have the ability to work under pressure, possibly in the face of competing demands and short deadlines

Key responsibilities

Operations	<ul style="list-style-type: none">• Provide administrative support to the SLMs.• Maintain statistics and ad hoc reports for the SLMs and judiciary.• Support SLMs in ACO with management of work allocated to the regions.• Maintain confidential CAO and ACO staff records and performance statistics.• Minute take for CAO and ACO meetings and external meetings as required.• Deal with queries by colleagues, senior judiciary and stakeholders.• Deal with any accommodation issues that arise and liaise with estates/accommodation as required.• Monitor and report on HMCTS Standard Operating Controls.• Apply Continuous Improvement principles, tools and techniques to working practices to improve efficiency of operations.• Act as vacancy manager and support on recruitment campaigns.• Review and keep records of monthly timesheets completed by Judicial Assistants in the CAO.• Act as contact point for anonymity orders in the ACO.• Alert others as appropriate to risks which are not capable of local resolution.
Calculations and analysis	<ul style="list-style-type: none">• Identify and implement solutions to local problems, referring more complex problems to a Delivery Manager or one of the SLMs as appropriate.
Communication	<ul style="list-style-type: none">• Maintain effective working relationships with the judiciary, supporting agencies, voluntary and user groups, court users and teams within the CAO and ACO. Work to improve the level of service offered to court 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 and issues.

Other duties

The post holder is required to work in a flexible way and undertake any other duties reasonably requested by the line management which are commensurate with the grade and level of responsibility of this post.

Location of Post

Located within the Royal Courts of Justice.

Relevant Civil Service competencies

You will be asked to provide evidence of the following key competencies at level 2.

Making Effective Decisions	<p>Effectiveness in this area is about using sound judgment, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. People who are effective in this area are likely to:</p> <ul style="list-style-type: none">• Demonstrate accountability and make unbiased decisions.• Examine complex information and obtain further information to make accurate decisions.• Speak with the relevant people in order to obtain the most accurate information and get advice when unsure of how to proceed.• Explain clearly, verbally and in writing, how a decision has been reached.• Provide advice and feedback to support others to make accurate decisions.• Monitor the storage of critical data and customer information to support decision making and conduct regular reviews to ensure it is stored accurately, confidentially and responsibly.
Leading and Communicating	<p>Effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm. It's about championing difference and external experience, and supporting principles of fairness of opportunity for all. People who are effective in this area are likely to:</p> <ul style="list-style-type: none">• Display enthusiasm around goals and activities – adopting a positive approach when interacting with others.• Listen to, understand, respect and accept the value of different views, ideas and ways of working.• Express ideas effectively, both orally and in writing, and with sensitivity and respect for others.• Confidently handle challenging conversations or interviews.• Confront and deal promptly with inappropriate language or behaviours, including bullying, harassment or discrimination.
Collaborating and Partnering	<p>People skilled in this area are team players. It requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the Civil Service, whilst having the confidence to challenge assumptions. People who are effective in this area are likely to:</p> <ul style="list-style-type: none">• Demonstrate interest in others and develop a range of contacts outside own team to help get the job done.• Change ways of working to facilitate collaboration for the benefit of the

	<p>team's work.</p> <ul style="list-style-type: none"> • Proactively seek information, resources and support from others outside own immediate team in order to help achieve results. • Readily identify opportunities to share knowledge, information and learning and make progress by working with colleagues. • Listen attentively to others and check their understanding by asking questions. • Take responsibility for creating a working environment that encourages equality, diversity and inclusion.
Managing a Quality Service	<p>Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery. People who are effective in this area are likely to:</p> <ul style="list-style-type: none"> • Explain clearly to customers what can be done. • Work with team to set priorities, create clear plans and manage all work to meet the needs of the customer and the business. • Ensure that levels of service are maintained – flag up risks or concerns in order to meet customer requirements. • Keep internal teams, customers and delivery partners fully informed of plans and possibilities. • Promote adherence to relevant policies, procedures, regulations and legislation, including equality and diversity and health and safety. • Identify common problems or weaknesses in policy or procedures that affect service and escalate these.
Delivering at Pace	<p>Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. It is about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. People who are effective in this area are likely to:</p> <ul style="list-style-type: none"> • Create regular reviews of what and who is required to make a project/activity successful and make ongoing improvements. • Be interested and positive about what they and the team are trying to achieve. • Take ownership of problems in their own area of responsibility. • Remain positive and focused on achieving outcomes despite setbacks. • Check own and team performance against outcomes, make improvement suggestions or take corrective action when problems are identified.

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| | <ul style="list-style-type: none">• Set and achieve challenging goals and monitor quality. |
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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 MoJs 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 will be 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.

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.