



# HM Courts & Tribunals Service

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**Directorate: South East Region**

**Job Title: Crown Court Clerk**

**Number of Vacancies: 1**

**Location: Norwich Combined Court Centre, The Law Courts, Bishopgate, NR3 1UR**

**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:**

HM Courts and Tribunals Service (HMCTS) is one of government's largest agencies, employing around 16,000 staff, with a gross annual budget of £1.6bn, and operating across around 350 sites across England and Wales. Our work underpins justice, affecting the lives of millions every year.

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.

EO 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.

The Crown Court Clerk role offers an exciting and unique opportunity to work with the judiciary and ensure high-level support is provided to operational delivery teams in maximising court room efficiency. We are looking for highly motivated, professional and confident staff with excellent communication skills that want to join us on this challenge to ensure delivery of our world leading justice system continues to serve and meet the public's needs and expectations. We need resilient, resourceful, and adaptable people to support us on this journey.

### **Key Purpose:**

To manage the courtroom to ensure that cases are dealt with promptly in liaison with judiciary, legal profession and staff and to ensure that all subsequent results are accurately & promptly recorded in line with targets. Also, to ensure that all ancillary duties are carried out effectively.

Please note, whilst the post holder will be allocated to a specific office base, there may be a need for flexibility to work regularly at other local HMCTS sites / courts.

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 England and Wales, 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.

## **Key Responsibilities:**

### **Administration:**

- To ensure that a comprehensive log is kept of representation orders and that a judge's report is available at all sentence hearings.
- To accurately prepare case summaries for Resident Judge.
- To ensure that applications for representation orders are checked and approved upon authorisation of Judge.
- To determine all claims for costs including re-determinations, Prior Authority and Wasted Costs and provide written reasons in accordance with the appropriate regulations and within targets.
- To determine accurately witnesses' expenses within target times and provide written reasons upon request when required in accordance with guidelines.
- Producing orders in line with SLA targets.
- Process general correspondence within target and in particular procedural deadlines for any resulting amendments.
- Ensure compliance with financial and operational risk management policies when determining and processing costs in accordance with department guidelines.
- Undertake any allocated tasks as part of the role i.e., PA Role to Judiciary when required; arranging marshalling and swearing in of Justices.

### **Operations:**

- To ensure efficient through put of listed work in the allocated court room on a daily basis, giving appropriate support to judiciary and keeping the List Office and other agencies fully apprised of developments when necessary.
- Confident public speaking and have the ability to adapt and change at short notice.
- You are the focal point of the court room, the ability to control and project your public speaking.
- To meet with the Judge before sitting and to be available in Court as required.
- To maintain full recording of hearings using the DARTS technology ensuring accurate audio allocation to correct cases.
- To sit in court on a daily basis and ensure that cases called on time, all parties are in court at appropriate time. Correct phraseology used for arraignment, empanelling, taking verdicts
- To maintain the court file including accurate recording of relevant matters and judicial decisions, accurate completion of Exhibit log and Crest Orders and all subsequent forms, orders and results exported onto the Portal within Target.
- Carry out 100% HMCTS assurance programme compliance of all Resulting and ensure appropriate risks are identified and managed.
- Ensure that appropriate codes of conduct are applied to the Courtroom and other areas of the Court premises whilst sitting and during adjournments and to actively intervene and encourage compliance.
- To ensure that obligations under the Victim Code and the standards under the Witness Charter are complied with.
- Ensure all court users are treated fairly and with respect, and understand how their own performance impacts on that of the court and the confidence of users.
- Systems being used include emails, Microsoft Teams, Video Hearing Systems and HMCTS Common Platform.
- Ensure that appropriate files are passed to administration teams within agreed target times.
- Take part in and deliver employee engagement activities to effect good working relationships with staff and to improve service delivery and staff morale / motivation.

- Comply with HMCTS values, policies and procedures (including diversity, attendance and discipline).
- 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.
- Apply LEAN principles, tools and techniques to working practices to improve efficiency of operations.
- Perform any Incident Control Duties as required in the 'in court role'

**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.

**Processing & Managing Casework:**

- Work with staff to ensuring that casework is appropriately managed, providing information / advice where process deviations have occurred.

**Calculations and Analysis:**

- Identify & implement solutions to local problems, referring more complex problems to the line manager

**Communicating with the public, juries, the judiciary, other court and tribunal users and representatives of other agencies and organisations:**

- Ensure effective and timely liaison with Judiciary, Counsel, List Officer, Jury Officer, Ushers and Court users to maintain high levels of court performance.
- Ensure Customer Standards are maintained and improved; complaints and dealt within target and in line with HMCTS Complaints Handling Policy and any feedback on lessons learnt is shared with staff.

**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.

**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):

- **Working Together**
- **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: **Delivering at Pace**

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

- **Delivering at Pace**
- **Working Together**

- **Communicating and Influencing**
- **Managing a Quality Service**

**Interviews will test three Strengths.**

Please also note that interviews will be conducted **over MS Teams**.

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, gay, bisexual and transgender employees.