



HM Courts &
Tribunals Service



Candidate Information Pack

HM Courts and Tribunals Service – Midlands Region

Role Title: Administration Officers

Band: Band AO

Location: Walsall County Court

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Welcome to HM Courts and Tribunals Service Midlands Region



Tracey Calleia
Midlands Region
Delivery Director

Hi

I'm Tracey Calleia and I'm the Delivery Director for the Midlands Region of HM Courts and Tribunals.

HM Courts and Tribunals Service is responsible for the administration of the Criminal, Civil and Family courts in England and Wales and non-devolved tribunals in Scotland and Northern Ireland. We believe justice is the foundation of a safe and fair society.

HMCTS are creating a justice system that works for everyone.

I'm pleased you're interested in applying for one of our roles. This pack will provide you with details of why you should work for HMCTS, the opportunities it brings, the role description and details of how to apply.

Thank you and good luck

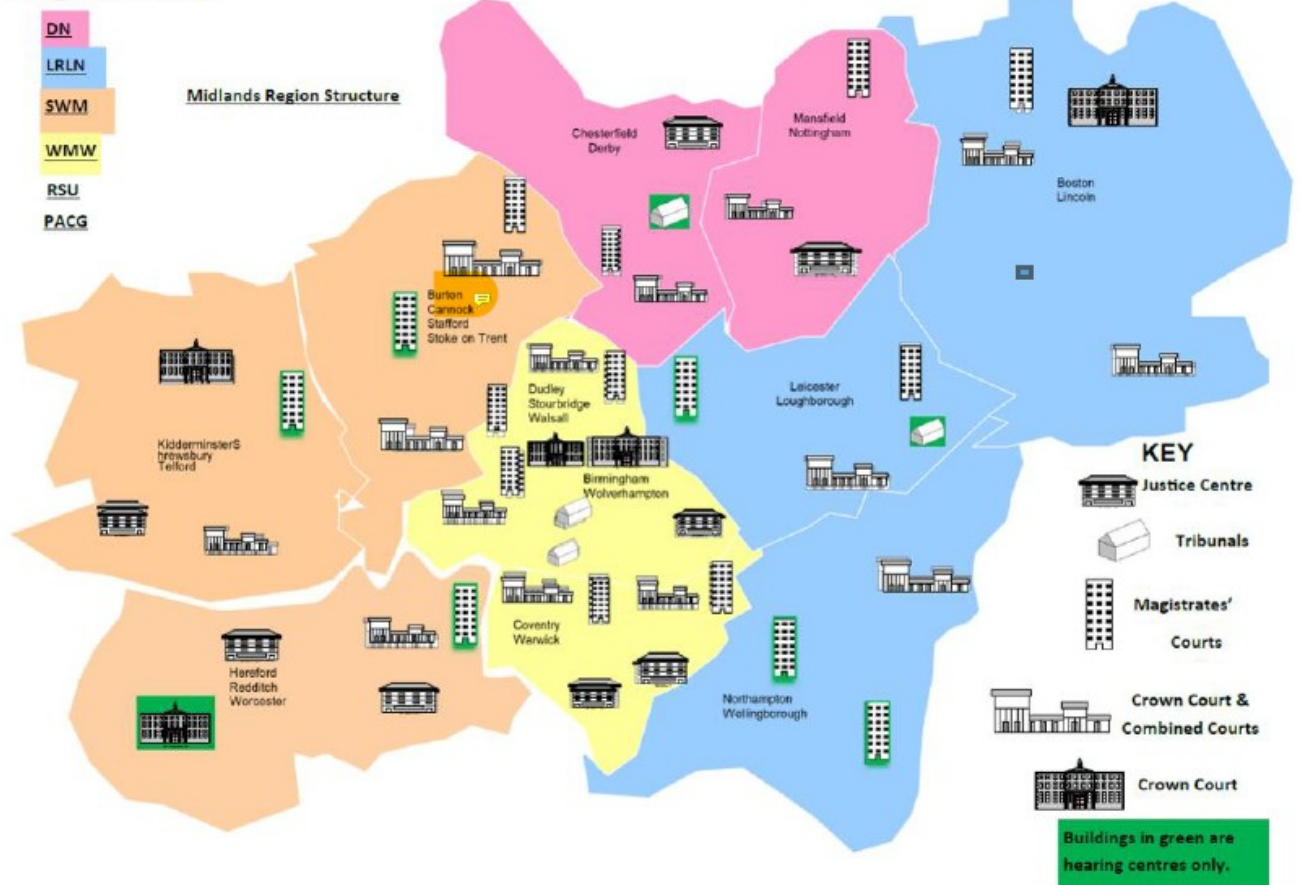
Tracey

Regional Overview

Our team has over 2,000 people in around 45 locations across the Midlands, from Boston to Shrewsbury to Chesterfield to Wellingborough.

Our buildings range from Birmingham Civil and Family Justice Centre, with around 200 people to Warwick with less than 5 people in a variety of different roles.

Regional Map



Our Values in HM Courts and Tribunal Services

We believe HMCTS is a great place to work, our people are passionate about delivering a fair justice system for all. We recognise that work life balance is important to us all.

We want to ensure your wellbeing is provided for and want to offer the opportunity to have a long, happy and rewarding career. Many of our people stay working with us for a long time.

When you join us, you'll be joining a friendly community. We'll give you opportunities to learn, develop and grow in confidence. We offer several benefits, some of which are outlined in here.

Whether you want a career or looking to work for an organisation that supports health and



wellbeing, as well as rewarding our people, we are here to support you.

The way we work is underpinned by our core values, which bring the principles of justice to life. They sit at the heart of how we work and how we serve the public.

PURPOSE

Justice matters. We are proud to make a difference for the public we serve.

OPENNESS

We innovate, share, and learn. We are courageous and curious, relentlessly pursuing ideas to improve the services we deliver.

HUMANITY

We treat others as we would like to be treated. We value everyone, supporting and encouraging them to be the best they can be.

TOGETHER

We listen, collaborate and contribute, acting together for our common purpose.

Our ways of working

HMCTS is embarking on its transformation journey, reforming the justice system and modernising our ways of working, making better use of digital technology.

We recognise our people are extremely important and to support you, we offer:

Annual, public and privilege leave

When you join us, you'll receive 25 days annual leave which increases to 30 after you've been with us for 5 years. On top of this you'll have 8 public holidays (in some areas of the UK you may get more) and a privilege day to celebrate the King's birthday. We also offer the opportunity to buy and sell leave, in line with our flexible working policies.

Alternative and flexible working patterns

We are a family friendly employer and to support you or to help you achieve a good work life balance we can offer flexible working, where and when possible. This varies dependant on the area you're working in and to meet business needs. You may be able to alter your start/finish times and have flexible lunches. We will also consider alternative working patterns, including job sharing, term time or part year working and partial retirement. Your working pattern will be discussed and agreed prior to you starting with us.

Family friendly leave

For new parents (or soon to be parents), we offer maternity and adoption leave. Our maternity leave policy allows you to take up to 52 weeks leave, no matter how long you've worked with us. You can apply for adoption leave, of up to 52 weeks, when you've been with us for one continuous year (as at the date of match for the adoption).

We also provide options joint parental leave and paternity leave.

Special paid or unpaid leave

There'll be occasions when you have to deal with unforeseen circumstances or emergencies, and we may be able to offer you either paid or unpaid time off to deal with these times. This is subject to business needs and your manager will be able to provide advice on options available to you.

We are supportive of our reservists and offer time off for your training.

Money matters

Pension

For some of you, retirement may seem a long way off but wherever you are in your life, when you start with us we want to help you plan. You'll be automatically enrolled into the Civil Service Pension scheme. This means that whilst you'll have to contribute, we will be providing an additional employer contribution.

You can find out more here: <https://www.civilservicepensionscheme.org.uk/>

Reward and recognition

Our reward and recognition scheme is here to recognise the exceptional contributions from our people.

We offer a range of benefits and discounts available through our provider XeXec to provide additional discounts, services and perks for our people.

Salary Advances

We recognise that you may have to pay out significant amounts of money to travel to work. For some of these circumstances we offer a salary advance to help with things like travel season tickets.

Financial Wellbeing

Sometimes you may need additional support or financial planning. You'll have free access to the Government's "Money Advice Service" to provide impartial advice, provide tools, guides and calculators.

As a Civil Servant, you'll also have access to a range of other support and your manager will be able to provide you with more information.

None Financial benefits

We may provide you with free annual sight tests.

At some of our sites we have fitness centres you can use. We also have on site food/beverage (dependant upon the location) facilities.

We provide free access to our employee assistance programme, PAM who offer both mental health support as well as access to their PAM life app that supports physical wellbeing. PAM also run regular wellbeing webinars.

We are proud to be a disability employer and can offer you a wide range of reasonable adjustments.

We have a variety of support networks available for you to join.

Learning and Development

We are passionate about learning and development and have a wide range of opportunities for you to grow your career with us

Developing your career

In HMCTS we are passionate about recognising the skills you bring and how we develop those skills to enable you to be the best you can be. We pride ourselves in being able to identify your talents and will provide you with access to a range of learning and development opportunities to grow your career.

Development

As a minimum we offer:
A guaranteed 5 days learning each year, whether that's on the job training or developing new skills through Civil Service Learning
Role specific or profession specific learning
Targeted development programmes
Approved volunteering.

Job opportunities

When you join us, you'll have access to apply for other HMCTS jobs that aren't advertised externally. You'll also be able to apply for jobs across government.

Apprenticeships

We also provide opportunities for you to obtain a recognised vocational qualification through one of our apprenticeships, giving you the opportunity to earn, whilst you learn.

Induction

We provide all new staff an induction into HMCTS and what it means for you to work in our region.

Leadership Programmes

We offer the i-Transform programme for our leaders and provide practical learning for all our line managers

Health, Wellbeing and you!

Employee Assistance Programme

You will have access to free, independent, confidential support services provided by the PAM (People Asset Management) Group. They offer 24-hour support, 365 days a year. You'll get clinical and professional expert advice, covering a wide range of topics. They also have apps such as PAM assist or PAM life, helping you to create life goals to support your wellbeing

Low cost private healthcare

As a civil servant you'll have access to a range of low-cost health cover from a number of different providers. Some offer cash payments whilst others, such as CS Healthcare or Benenden Health allow you to get access to professional services.

Eyesight testing

Looking after your eyes is important so we offer free eyesight testing for our VDU users.

Mental Health support

Anyone can be affected by mental health at any point. In HMCTS we recognise that and want to support you. You'll have access to PAM Assist where you will get advice and support and you may be eligible for up to 6 sessions of counselling.

We also have mental health allies that can signpost you to the support you may need.

We recognise that it's ok not to be ok.

Sports and leisure

You'll be able to join the Civil Service Sports and Social Club, who offer a wide range of discounted activities for members.

Other wellbeing

In the Midlands we have our People and Culture Group and are planning a number of wellbeing support events over the months and years to come. It's an exciting time to join us on our journey.

Diversity and inclusion

We're passionate about diversity and the opportunities having a diverse group can bring. Here in the Midlands, we're helping to build an organisation that represents the diverse communities we serve. We are raising awareness and pro-actively tackling issues for all our minority groups.

We work with our people to give them the tools they need to fulfil their aspirations. We recognise that the public we serve are also diverse with different needs and work hard to support them.

We are proud to support disabled colleagues, offering services such as:

- Specialist equipment and software
- Making sure all our documents are accessible.
- Access to support networks

We create an inclusive environment where our people are encouraged to be themselves and we offer support to those who need it, when they need it.

RISE Network

You are welcome to join the RISE (Racial Inclusion and Striving for Equality) Network. Their mission is to give a collective voice on issues, ensuring that the voices of our minority ethnic staff are heard across HMCTS, and to play a key role in positively influencing outcomes for Black, Asian and Minority Ethnic staff across HMCTS, and the wider MoJ.

PROUD Network

Working closely with the RISE Network, PROUD (People from Diverse Racial Origins Uniting the Department) was first launched in 2001, with a view to improving the recruitment, retention and career progression of staff at all grades from diverse racial origins throughout the Ministry of Justice.

This includes, supporting Black, Asian, Minority, Ethnic staff to allow them to: unlock their potential, identify their talents and apply their skills.

LGBT+

The Spirit Network supports LGBTQI inclusion and represent LGBTQI employees working in HMCTS and the wider MOJ. The main aim of Spirit is to support LGBTQI staff to bring their whole self to work and develop their careers and provide information to staff at all grades on LGBTQI issues, thereby building LGBTQI engagement and promoting inclusivity.

Application Process and Timeline

Success Profiles

During the various stages of the recruitment process, you will be assessed against Success Profiles.

What are the Success Profiles?

The Success Profile Framework was introduced to attract and retain people of talent and experience from a range of sectors and all walks of life, in line with the commitment in the Civil Service Workforce Plan.

For this role you will be assessed using both the behaviours and strengths frameworks.

More information can be found here: [Success Profiles - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/success-profiles)



Indicative Timeline

Please note these dates are indicative and may be subject to change. Where possible, we will keep you informed of your progress.

Sifting: We'll use the evidence you've supplied in your application to assess you against the behaviours outlined in the job description.

Interview: We'll assess both strengths and behaviours at interview.

Job Description

Operations	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

	<p>working relationships with staff and to improve service delivery and staff morale / motivation.</p> <ul style="list-style-type: none"> • 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.
Processing and managing casework	<ul style="list-style-type: none"> • Work with staff to ensuring that casework is appropriately managed, providing advice where process deviations have occurred.
Calculations and analysis	<ul style="list-style-type: none"> • Identify and implement solutions to local problems, referring more complex problems to a Cluster Delivery Manager.
Communicating with the public, juries, the judiciary, other court and tribunal users and representatives of other agencies and organisations	<ul style="list-style-type: none"> • 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 of relevant User Groups.
Representation	<ul style="list-style-type: none"> • Represent the function you have been assigned to at an operational level
Specialisms	<ul style="list-style-type: none"> • Have a working knowledge of functions undertaken within the Cluster, to support the development and review of policies and procedures. • Provide specific functions as directed by line management in line with the SOP for providing that service.
Accountability	<ul style="list-style-type: none"> • Reporting to a Delivery Manager.
How we will assess your application	<p>Applications are invited through: https://www.civilservicejobs.service.gov.uk/csr/index.cgi</p> <p>We will assess your application using the following behaviours:</p> <ul style="list-style-type: none"> • Leadership • Changing and Improving • Making Effective Decisions • Managing a Quality Service
Security	<p>Successful candidates must meet the security requirements before they can be appointed. The level of security needed is security check. People working with government assets must complete basic personnel security standard checks.</p>