



# HM Courts & Tribunals Service

**HM Courts and Tribunals Service**

**Region: South East**

**Job Title: Court Associate**

**Number of Vacancies: 3**

**Location: The post holders would be required to regularly work across either Kent, Bedfordshire and Hertfordshire, or Cambridgeshire.**

- **x1 vacancy in Kent: to be based in Maidstone or Medway Courts, with regular travel to Margate, Folkestone, Canterbury and Sevenoaks sites**
- **x1 vacancy in Bedfordshire and Hertfordshire: to be based in Luton Courts, with regular travel to St Albans, Hatfield, Stevenage and Milton Keynes sites**
- **x1 vacancy in Cambridgeshire: to be based in Peterborough Courts, with regular travel to Huntingdon and Cambridge sites**

Whilst the post holder will be allocated to a specific office base, there may be a need for flexibility to work on an ad hoc or regular basis at other local HMCTS offices. Where applicable, associated travel cost / time will be applied in line with organisational policies.

**Duration: Permanent**

**Pay Span or equivalent: EO (Band D)**

**Salary: National: £25,118 - £26,901**

*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 c£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.

These operational roles are customer facing, requiring successful applicants to be office based to provide HMCTS services to the public. HMCTS offers a flexible working system in many of its offices, subject to business needs being met.

## **Key Purpose:**

- Act as a court associate in accordance with directions of the justices' clerk, or their nominee, in court with a district judge and to keep a full and accurate record of proceedings.
- Undertake such administrative roles as appropriate to grade as directed by the line manager.

## **Key Responsibilities:**

### **Administration:**

- To ensure that all relevant documentation is completed fully, accurately and in timely manner (including cracked and ineffective trial monitoring forms).
- To ensure that the court case files are kept properly and accurately.

### **Drafting:**

- To take a note of the evidence given and any legal submissions.
- To make a full and accurate record of all adjudications made.

### **Operations:**

- To be aware of, and act on, any special requirements such as video equipment, tape recorder, interpreter etc.
- To be in court no later than 20 minutes before the start of the court list.
- Thoroughly check case documents in good time before the court session.
- In the absence of an usher, to call in witnesses and administer oaths and affirmations.
- To use the computer system to access the diary, book trials, adjournments, move cases, result cases and produce all relevant documents including warrants and others, and validate court sessions.
- To meet with the district judge ten minutes before the start of the court and appraise them of the state of the day's list and throughout the day as necessary.
- To be able to answer questions on the case (in particular being able to give a history of the case) in court and to the district judge as required.
- Ensure the effective management and planning of the business within the courtroom.
- Take part in 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).
- To participate in any relevant training as required.
- Apply LEAN principles, tools and techniques to working practices to improve efficiency of operations.

### **Team Leadership:**

- All Band D staff are expected to deal with other ad hoc management roles including line management of Band E and F staff as required.

### **Processing & Managing Casework:**

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

### **Calculations and Analysis:**

- 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:**

- Maintain effective liaison with judiciary, user groups and representative organisations.
- Think beyond own area of responsibility, considering wider policy and organisational implications of issues.
- Implement local communication plans which meet the needs of the target audience.

### **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:**

- The court associate will report to a manager within the Legal Team who will be their line 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):

- **Managing a Quality Service**
- **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).

- **Managing a Quality Service**
- **Delivering at Pace**
- **Communicating and Influencing**
- **Working Together**

**Interviews will test three Strengths.** Please also note that interviews will be conducted in via 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.