



HM Courts & Tribunals Service

Her Majesty's Courts and Tribunals Service
Job Title: Administrative Officer

Pay Span: Band E

Background

Good administrative staff with excellent customer service skills are vital to the effective operation of the Courts, Tribunals and other offices within Her Majesty's Courts and Tribunals Service (HMCTS). Most of the staff within HMCTS are employed in administrative roles. HMCTS embraces continuous improvement (CI) techniques to provide high standards of customer service

The key purpose of the role

Administrative Officers are assigned to teams to carry out a variety of general administrative duties to progress cases through the court/tribunal system or provide support to other functions within HMCTS. Continuous improvement tools and techniques are used in HMCTS and so there will be opportunities to exercise discretion and initiative and continually seek to improve, within a framework of systems and processes (SOPS). Problem solving is carried out by reference to CI techniques (e.g. problem solving hubs) and comprehensive guidelines and instructions - complex or difficult issues are normally referred to or will involve a team leader or supervisor. In some positions, role holders will have regular contact with court / tribunal users, including members of the Judiciary and the legal profession. Administrative Officers work within a team with regular management support and are responsible for their own time, although there may be some opportunity to provide advice and carry out limited supervision of others.

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 basis at other local HMCTS offices.

Working as part of a flexible team, the postholder will be expected to undertake a range of the functions and responsibilities specified. It is not intended that each post will be responsible for the full range of duties.

Key responsibilities

Administration	<ul style="list-style-type: none">• Preparing papers and files for court, tribunals, hearings and meetings.• Producing court/tribunal documents.• General photocopying and filing.• Creating and updating records on in-house computer system and data input.• Post opening and dispatch.• Booking, preparing and organising meeting rooms, supporting training courses and other group activities.• Preparing meeting agenda, joining instructions, handouts etc.
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Drafting	<ul style="list-style-type: none"> • Standard letters and correspondence, minutes, notes, reports, submissions etc, according to guidelines and instructions.
Operations	<ul style="list-style-type: none"> • Clerking civil and family courts, tribunals and hearings, ensuring papers and materials are available and up to date • Assisting court users, supporting listing and rota management, checking files • Contacting relevant parties, scheduling, serving court documents, executing a range of warrants, collecting fines and fees etc, including the use of chip and pin • Handling counter (face to face), written and telephone enquiries. • To work as a team to ensure TIB (Team Information Board) meetings are relevant, timely and productive • To work as a team to problem solve, to assess the impact of new SOPs, to contribute to small projects • To undertake ad hoc roles within the band such as Jury Bailiff Officer, L+D Co-ordinator, H+S roles
Processing casework	<ul style="list-style-type: none"> • Including standard documentation and information, court orders, claims, fines and fees, legal aid • Resulting courts accurately, interpreting accurately the information required on a court file • To work to workload targets in terms of throughput and accuracy
Checking and verifying	<ul style="list-style-type: none"> • Documents, records, accounts, claims and returns for approval, results, statistics, plans etc. against criteria, regulations or procedures. • Ensuring compliance and administration documentation meet quality standards. • Role holders may be required to cross check and validate work completed by colleagues.
Collecting and assembling information	<ul style="list-style-type: none"> • For returns, results, accounts, statements, warrants, statistical analysis, reports etc. • Work may require interpretation of source materials, preparation of bundles, chasing. • Role holders will need to modify and adjust information and make decisions to allow work to be completed. • Role holders will need to collect and assemble information to prepare for and run the daily TIB meeting, as required
Undertaking calculations	<ul style="list-style-type: none"> • Produce basic statistical analysis reports and where required, process financial information. • Checking the work of others, updating records, assessing the value of goods and/or property, reconciling accounts, preparing invoices, information gathering and running straightforward reports. • Spending limited sums of money on behalf of an office or unit. • Calculate the anticipated numbers of Jurors to be called and manage the numbers to be as efficient as possible
Communicating with the public, the judiciary, other court and tribunal users and representatives of other agencies and Organisations	<ul style="list-style-type: none"> • Communicate and work with the Judiciary, Magistracy, the Cluster Managers, Court staff, and other internal and external stakeholders, suppliers and customers to collect information, check facts, communicate or enforce judicial decisions, give advice on the completion of forms or court procedures etc and provide excellent customer service. • To deliver a helpful, prompt, polite and “right first time” service to our internal and external customers

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.

Skills & Qualifications

5 GCSE passes (or equivalent) grades A*-C, or NVQ Business Administration level II or Administrative experience. Relevant computer skills to undertake the level of work required.

Key Civil Service Competencies

You will be required to provide evidence of the following key competencies at Level 1.

	Effective Behaviour People who are effective are likely to...
Changing and Improving	<ul style="list-style-type: none">• Review working practices and come up with ideas to improve the way things are done.• Learn new procedures, seek to exploit new technologies and help colleagues do the same.• Co-operate with and be open to the possibilities of change and consider ways to implement and adapt to change in own work role.• Be constructive in raising issues with managers about implemented changes and the impact these are having on the service.• Respond effectively to emergencies.
Making Effective Decisions	<ul style="list-style-type: none">• Make and record effective decisions following the appropriate decision making criterion.• Ask questions when unsure.• Undertake appropriate analysis to support decisions or recommendations.• Investigate and respond to gaps, errors and irregularities in information.• Speak up to clarify decisions and query these constructively.• Think through the implications of own decisions before confirming how to approach a problem/issue.
Leading and Communication	<ul style="list-style-type: none">• Put forward their own views in a clear and constructive manner, choosing an appropriate communication method, e.g. e-mail/telephone/face to face.• Act in a fair and respectful way in dealing with others.• Write clearly in plain simple language and check work for spelling and grammar, learning from previous inaccuracies.• Ask open questions to appreciate others' point of view.
Collaborating and Partnering	<ul style="list-style-type: none">• Proactively contribute to the work of the whole team.• Get to know fellow team members/colleagues and understand their viewpoints and preferences.• Seek help when needed in order to complete own work effectively.• Be open to taking on different roles.• Try to see things from others' perspectives and check understanding.

Managing a Quality Service	<ul style="list-style-type: none"> • Listen to the views of others and show sensitivity towards others. • Communicate in a way that meets and anticipates the customer's requirements and give a favourable impression of the Civil Service. • Actively seek information from customers to understand their needs and expectations. • Act to prevent problems, reporting issues where necessary. • Gain the knowledge needed to follow the relevant legislation, policies, procedures and rules that apply to the job. • Encourage customers to access relevant information or support that will help them understand and use services more effectively. • Take ownership of issues, focus on providing the right solution and keep customers and delivery partners up to date with progress.
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Operational Delivery in HMCTS

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 the breadth of the UK, 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.