



# HM Courts & Tribunals Service

**HM Courts and Tribunals Service**

**Directorate: South East Region**

**Job Title / Grade: Administrative Officer (AO)**

**Number of Vacancies: 5**

**Location: Guildford County Court and Family Court, The Law Courts, Mary Road, GU1 4PS**

**Duration: Permanent**

**Salary: National: £21,775**

*These positions are available for external applicants as well as existing civil servants on level transfer or promotion. Secondments and loans will be considered on an individual basis.*

## **Background:**

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

## **Key Purpose:**

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 lean 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.

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.

## **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.

## **Key Responsibilities:**

### **Administration**

- 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

### **Drafting**

- Standard letters and correspondence, minutes, notes, reports, submissions etc, according to guidelines and instructions

### **Operations**

- Clerking civil and family courts, tribunals and hearings, ensuring papers & materials are available / 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**

- 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**

- 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**

- For returns, results, accounts, statements, warrants, statistical analysis, reports etc
- Work may require interpretation of source materials, preparation of bundles, chasing
- Modify and adjust information and make decisions to allow work to be completed
- Collect / assemble information to prepare for and run the daily TIB meeting, as required

### **Undertaking Calculations**

- 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

### **Communicating with the Public, the Judiciary, other Court and Tribunal Users and Representatives of other Agencies and Organisations**

- Communicate and work with the Judiciary, Magistracy, the Cluster Managers, Court staff, and other internal / 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.

### **Essential Skills & Criteria:**

- Strong customer focus and service skills
- 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:

Using the Success Profile STAR methodology, provide a 250-word suitability statement against each of the following Behaviours (Level 1):

- **Managing a Quality Service**
- **Making Effective Decisions**

A 250-word **Statement of Suitability** is also required. To complete this, please refer to the requirements in the Essential Skills and Criteria section (above) and outline the relevant personal skills, experience, strengths and behaviours you could bring to HMCTS.

If selected for interview, you will be tested against the following Success Profile Behaviours (Level 1):

- **Managing a Quality Service**
- **Making Effective Decisions**
- **Working Together**

Interviews will also test three **Strengths**.

Interviews will be conducted face to face.

Further information on Success Profile Behaviours and Strengths, as well as the required standards for this post (Level 1), 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:**

#### **Working Hours / Pattern:**

Standard full-time working hours are 37 hours per week.

#### **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.

### **Further Information:**

The Civil Service Code sets out the standards of behaviour expected of civil servants. We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's recruitment principles. The Civil Service embraces diversity and promotes equality of opportunity. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

Appointment to the Civil Service is governed by the Civil Service Commission's Recruitment Principles. If you feel a department has breached the requirements of the Recruitment Principles and would like to raise this, please contact SSCL (MOJ-recruitment-vetting-team in the first instance. If the role has been advertised externally (outside of the Civil Service) and you are not satisfied with the response, you may bring your complaint to the Commission. For further information on bringing a complaint to the Civil Service Commission, please visit their web pages: <http://civilservicecommission.independent.gov.uk/civil-service-recruitment/complaints/>