



HM Courts &
Tribunals Service



Candidate Information Pack

HM Courts and Tribunals Service Royal Courts of Justice Group

Role Title: Administrative Officer

Band: Band E (Administrative Officer)

Location: London

Posts Available: 25

Vacancy Reference: 42724

Contents:

Welcome to HM Courts and Tribunals Service Royal Courts of Justice Group	3
Regional Overview	4
Our Values in HM Courts and Tribunal Services	5
Our ways of working	6
Money matters	7
Learning and Development	8
Health, Wellbeing and you!	9
Diversity and inclusion	10
Application Process and Timeline	11
Vacancies	12
Job Descriptions	13
Job Title: Administrative Officer.....	13

Welcome to HM Courts and Tribunals Service Royal Courts of Justice Group



Lisa John
Royal Courts of Justice
Group
Delivery Director

Hi

I'm Lisa John and I'm the Delivery Director for the Royal Courts of Justice (RCJ) Group of HM Courts and Tribunals. The RCJ houses the High Court and the Court of Appeal in which the most senior judges in the country sit. It also houses the Central London County Court which is the busiest County Court in London. You may well recognise the main building which often appears on television both in news reports on high profile cases and in dramas.

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.

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 job description and details of how to apply.

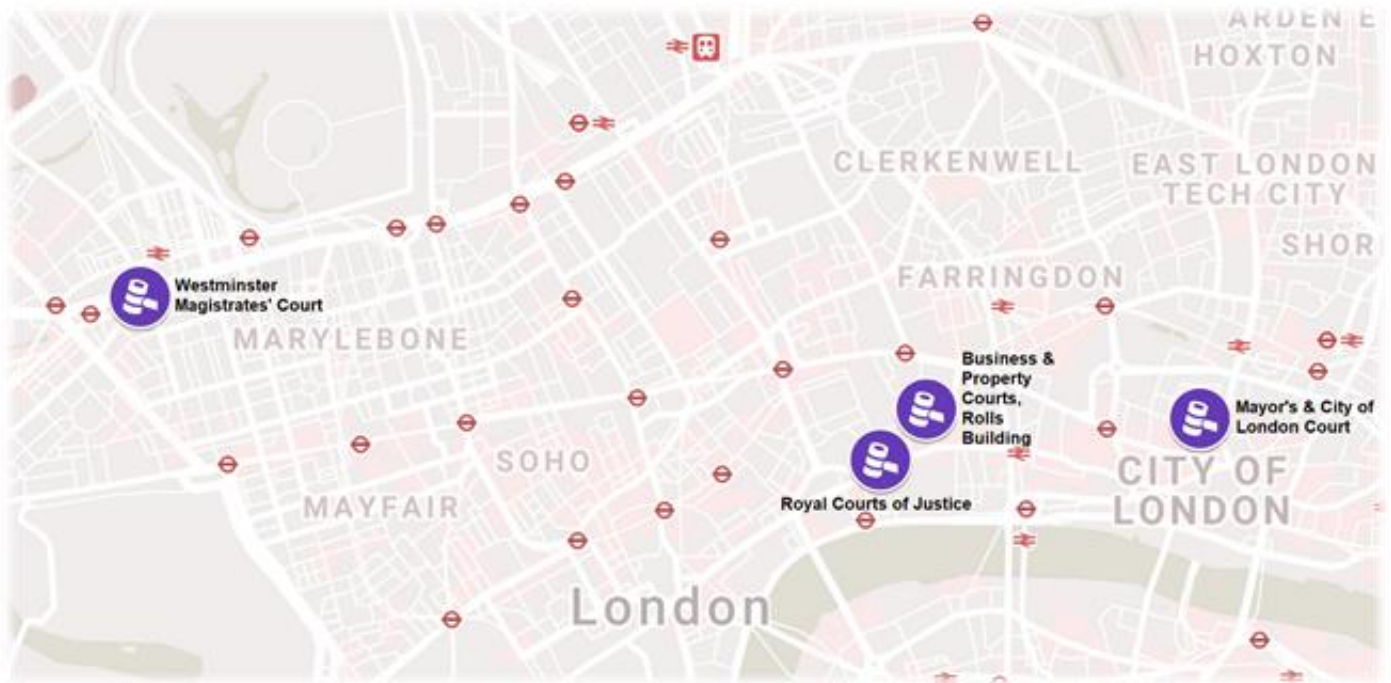
Thank you and good luck

Lisa

Regional Overview

Our team has almost 900 people in around 4 locations in Central London and the City, spread just over 3 miles.

Our buildings range from the Chief Magistrates Office based at Westminster Magistrates Court, with less than 10 people, to the County Court, Court of Appeal, and High Court at the main Royal Courts of Justice on the Strand, which has over 700 people. We also have the Business & Property Courts off Fleet Street, and Mayor's & City of London Court at Guildhall. Each site has a variety of different people doing different roles.



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 Queen'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. Awards can be made using vouchers, gifts or as part of your salary up to a maximum of £2500 per person in a financial year.

We offer a range of benefits and discounts available through our provider Edenred and have also partnered with 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.

Non-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 (dependent 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.

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 eye sight 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 RCJ Group 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 RCJ Group, 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/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.

Applications close at: 11.55pm on Friday 30 April 2021

We will sift your application by: Thursday 6 May 2021

Interviews will take place: w/c 17 May 2021

Sifting: You'll complete an automated online test where a benchmark must be passed to progress.

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

Vacancies

We are currently recruiting 25 Band E Administrative Officers, which will be based at either of the following locations:

- The Royal Courts of Justice (including the County Court at Central London), Strand, London WC2A 2LL
- The Business & Property Courts, Rolls Building, Fetter Lane, London EC4A 1NL
- Mayor's & City of London Court, Guildhall Buildings, London EC2V 5AG

The successful candidates, once in post, will be required to work in a flexible way and undertake any other duties reasonably requested by line management which are appropriate to the grade and level of responsibility of this post. This may mean you are asked to work from any one of our regional locations if there is an urgent business requirement.

Job role summary

Administrative Officers can cover a range of roles from issuing claims and general administrative work, to in court roles such as court clerks/associates. Some roles will have regular contact with court / tribunal users, including members of the Judiciary and the legal profession.

Merit List

Candidates that are not immediately successful may be placed on a "merit list", meaning they may be contacted if other vacancies in any Band E role in the region become available within a period of 12 months

Further information

If you require any assistance please call 0845 241 5359 (Monday to Friday 8am - 6pm) or e-mail Moj-recruitment-vetting-enquiries@sscl.gse.gov.uk

Please quote the job reference.

Job Description

Job Title: Administrative Officer

Positions Available: 25

Business Areas: Royal Courts of Justice Group

Number of Hours per Week: 37

Working Pattern: Monday to Friday

Salary: £22,677 - £24,312

Overview	<p>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 Lean principles and continuous improvement techniques to provide high standards of customer service</p>
Purpose	<p>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.</p> <p>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.</p> <p>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.</p> <p>In some positions, role holders will have regular contact with court / tribunal users, including members of the Judiciary and the legal profession.</p> <p>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</p>
Key responsibilities	<p>Administration</p> <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. <p>Drafting</p> <ul style="list-style-type: none">• Standard letters and correspondence, minutes, notes, reports, submissions etc, according to guidelines and instructions.

- To maintain accurate and concise notes on the appropriate operating systems following enquiries or case related actions.

Operations

- 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) enquiries, and a broad spectrum of 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

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.
- 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

- 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

- 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.

	<ul style="list-style-type: none"> To deliver a helpful, prompt, polite and “right first time” service to our internal and external customers
Essential skills & qualifications	<p>5 GCSE passes (or equivalent) grades A*-C, or NVQ Business Administration level II or Administrative experience.</p> <p>Relevant computer skills to undertake the level of work required.</p>
How we will assess your application	<p>Applications are invited through: https://www.civilservicejobs.service.gov.uk/csr/index.cgi</p> <p>At application stage you will take an automated online test where a benchmark must be passed to progress.</p> <p>At interview we will use a blend of behavioural and strength-based questions.</p> <p>We will assess your application using the following behaviours:</p> <ul style="list-style-type: none"> Managing a Quality Service Changing and Improving Making Effective Decisions Working Together
Security checks required	<p>Successful candidates must meet the security requirements before they can be appointed. The level of security needed is Counter Terrorist Check (CTC).</p> <p>People working with government assets must complete Baseline Personnel Security Standard (BPSS) checks.</p>

Eligibility:

This vacancy is open to applications across the Civil Service and to external applicants.

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.

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.