



# HM Courts & Tribunals Service

**Directorate:** HMCTS Finance, Governance and Performance

**Pay Band:** Band D

**Job Title:** Team Leader, Judicial Finance Support Centre

**This is a permanent post open to substantive Band D's on level transfer or Band E's on promotion.**

## **Background**

The Judicial Finance Support Centre processes judicial fees and expenses claims, witness and appellant costs from courts and tribunals. The team is engaged in significant changes which will see a new IT application transform their processes. The team is based in The Law Library, annexed to the Bristol Crown Court building. Strong leadership is a critical element to a successful transition.

As a manager within HMCTS the jobholder must provide clear direction and focus, visibly championing the changes which deliver greater efficiencies. The HMCTS Executive Team expects managers in the organisation to operate in a culture of openness and honesty, demonstrating a commitment to change through involvement and empowerment, and by delivering results.

The successful applicant will need to be well organised, assertive and able to prioritise a busy workload. Good communication skills and the ability to remain calm and reliable under pressure are also essential.

## **The key purpose of the role:**

- Control the process of payment of fees and expenses to judicial officers and appellants and witnesses attending Tribunals.
- Manage and plan the workload of a team which provides administrative support and excellent customer service to all stakeholders, judiciary and management.
- Lead and manage a team of staff, ensuring that its members are organised and fully skilled to meet their work objectives and delivery targets.
- Ensure that claims approved for payment comply with the relevant policies and that financial and sensitive data is complete, accurate and safeguarded.

## **Key responsibilities**

### **Operations**

- 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 Centre Manager.

- Provide written and verbal advice to queries from staff and judiciary. Provide accurate service to judiciary and claimants. Deal with customer complaints and address root causes of complaints.
- Conduct reviews of procedures and work practices and manage the implementation of new initiatives and legislation.
- Contribute to the delivery of operational, performance and service standard targets and business plan objectives. Provide statistical data for the management team.
- Deal with any accommodation issues that arise and liaising with estates/ facilities and/or contractors as required.
- Ensure the risk management system and standards are applied by all staff in line with HMCTS/MOJ policy. Alert others, as appropriate, to risks which are not capable of local resolution.
- Monitor and proactively report on HMCTS assurance programme
- Ensure Governance and Assurance around the safe and secure receipt, accounting personal data.

### **Team leadership**

- Ensure that the team members are fully skilled to meet work objectives. Effectively manage team and individual performance, addressing any issues as they arise, in line with HR policy.
- Ensure that personal development 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.
- 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 working relationships with staff and to improve service delivery and staff morale / motivation.
- Role model HMCTS values, and apply policies and procedures (including diversity, attendance and discipline).
- All Band D staff are expected to perform other management tasks in addition to their own role.

### **Communicating with the public, the judiciary, other courts and tribunal and agencies and organisations**

- Maintain effective working relationships with the judiciary, other departments and regional offices. Working together 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.

### **Accountability**

- Reporting to the Centre 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.

### **Location of Post**

The post is located at The Law Library, Bristol Crown Court, Small Street, Bristol

### **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 competencies for the post are at Level 2.**

### **Making Effective Decisions**

- Demonstrate accountability and make unbiased decisions.
- Examine complex information and obtain further information to make accurate decisions.
- Explain clearly, verbally and in writing, how a decision has been reached.
- Provide advice and feedback to support others to make accurate decisions.

### **Leading and Communicating**

- Listen to, understand, respect and accept the value of different views, ideas and ways of working.
- Express ideas effectively, both orally and in writing, and with sensitivity and respect for others.
- Confidently handle challenging conversations or interviews.
- Confront and deal promptly with inappropriate language or behaviours, including bullying, harassment or discrimination

### **Managing a Quality Service**

- Work with team to set priorities, create clear plans and manage all work to meet the needs of the customer and the business.
- Ensure that levels of service are maintained – flag up risks or concerns in order to meet customer requirements.
- Keep internal teams, customers and delivery partners fully informed of plans and possibilities.
- Promote adherence to relevant policies, procedures, regulations and legislation, including equality and diversity and health and safety.

## **Delivering at Pace**

- Take ownership of problems in their own area of responsibility.
- Remain positive and focused on achieving outcomes despite setbacks.
- Check own and team performance against outcomes, make improvement suggestions or take corrective action when problems are identified.
- Set and achieve challenging goals and monitor quality.

## **Salary, Working Arrangements & Further Information**

Some of MoJ's terms and conditions of service are changing as part of Civil Service reform. The changes will apply to staff joining MoJ who are new to the Civil Service. Staff joining MoJ from other civil service employers will transfer onto the new MoJ terms if they are already on 'modernised' terms in their current post or onto 'unmodernised' MoJ terms if they are on 'unmodernised' terms at their current post. Details will be available if an offer is made.

### **Starting Salary**

The starting salary for this post is £21,797 per annum.

### **Flexible working hours**

The Ministry of Justice offers a flexible working system in many offices.

### **Posting Terms**

Public Interest Transfer terms will apply to this vacancy but are limited to Excess Fares only.

### **Eligibility**

Staff on fixed term appointments must have been recruited through fair and open competition.

### **Benefits**

The MoJ 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 will be 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**

The Ministry of Justice is committed to staff development and offers an extensive range of training and development opportunities.

#### **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.

### **Civil Service Code**

The Civil Service Code, first published in 1996, sets out the core Civil Service values and the standards of behaviour expected of all civil servants in upholding these values.

- Integrity – putting the obligations of public service above personal interests.
- Honesty – being truthful and open.
- Objectivity – basing advice and decisions on rigorous analysis of the evidence.
- Impartiality – acting solely according to the merits of the case and serving governments of different political parties equally well.

To review the Civil Service Code visit: <http://www.civilservice.gov.uk/about/values>.