

## **JOB DESCRIPTION**

<b>Job Title:</b>	Court Clerk
<b>Grade:</b>	Administrative Officer
<b>Department:</b>	Isle of Man Courts & Tribunals (General Registry)
<b>Division:</b>	High Court Family Team
<b>Reports to:</b>	High Court Family Team Manager – Executive Officer

### **Purpose of post:**

The main purpose of the post is to be responsible for the efficient and accurate processing of new divorce, family and children related applications. As a court clerk the postholder is also responsible for the efficient organisation of and clerking of court proceedings, enabling court hearings to run smoothly and to provide administrative support to the relevant Judiciary such as His Honour The Second Deemster and His Worship the High Bailiff.

### **Main Job Activities**

#### **1. Administration**

The provision of efficient administration and organisation of proceedings in the Family Courts, liaising with the Second Deemster, High Bailiff, other appropriate members of the Judiciary, litigants, legal representatives, court clerks, managers and corporate services staff.

Processing of family and divorce applications, ensuring they are processed efficiently and accurately and checking that applications are in compliance with the relevant High Court Rules and other relevant legislation.

The postholder is required to use appropriate levels of research, discretion and initiative to determine the appropriate course of action where rules, procedure and practice are not complied with by parties to court proceedings

Drafting and processing of file notes, email correspondence, and general correspondence  
Uploading appropriately sanitised judgments to the 'Judgments Online' website.

To acquire a good working knowledge and understanding of court rules, regulations and procedures and be in a position to interpret such as appropriate.

#### **2. Court clerking**

Responsible for assisting the judge and managing the courtroom during hearings ensuring the court runs smoothly and that all court procedures and protocols are met.

Court clerks are often first point of contact at a court hearing and can provide information about general courtroom etiquette and processes. In the Civil and Family Section they are also generally responsible for calling witnesses into the courtroom and administering oaths and affirmations and securing the courtroom at the end of the hearing.

Court clerks at various grades will also clerk courts for other teams as and when required, providing flexible cover across the range of other court jurisdictions.

### **3. Business support**

Assist in the undertaking of/contribution to assigned work packages or projects to the team and throughout the Courts Division, as and when required.

### **4. Court Orders**

Assisting with the drafting of and checking of orders arising from sittings of the Court and of draft consent orders filed by the parties ready for the presentation of such to the judiciary for their consideration.

Responsible for sealing and distributing approved court orders following court hearings. Checking, sealing and distributing to the parties, 'Consent Orders' approved by the Deemsters and other relevant judges.

### **5. General tasks**

Filing, photocopying, post logging and dispatching, producing management information and statistics and catering arrangements for meetings.

### **6. Customer service**

Provision of information and procedural guidance in respect of court processes and procedures, in person/writing and on the telephone. Dealing with technical and complex enquiries as they arise. Referring any particularly complex or urgent queries to the Family Team Manager as appropriate. Responding to enquiries and requests generally relating to the Family Division.

Assist court users by explaining the meaning of basic legal terms within court procedures, such as 'provisional order of divorce'.

### **7. Post Recording and Statistical Information**

Ensuring that all civil work is cross-checked and logged off against the electronic post record system in order that work can be tracked and fees correctly charged.

To ensure the timely and accurate recording of statistical information and other operational management information requirements for the section.

### **8. Other Duties as requested**

Working with other teams to ensure efficient administrative support is provided across the Section & wider Division.

Rotation or such cover to other posts as may be required in the operational in the operational interests of the Courts, Tribunals and wider General Registry.

Rotation or such cover as may be required to the On-Call rota in respect of after-hours and weekend Court obligated sittings.

Any other work required by Line Manager, Senior Officers and Chief Registrar.

### **Knowledge and skills required for the post**

- Possess excellent attention to detail skills
- Ability to accurately process new applications in a timely manner in line with relevant legislation.
- Possess strong resilience in order to deal with difficult and stressful situations calmly
- Excellent organisational skills to ensure efficiency in Courts Division and the ability to effect the smooth running of relevant courts.
- Strong written and verbal communication skills.
- Possess strong interpersonal skills with a wide variety of people.
- Tact and confidence when dealing with people of all levels.
- IT literate including excellent working knowledge of MS packages including Outlook, Word and Excel
- Personal responsibility to maintain the confidentiality of Court business.
- Physically able to assist with moving and transporting of multiple court files and boxes between a range of settings.

### **Additional**

#### **Confidentiality and Integrity**

All staff of the Courts Division must recognise that the everyday business of the Courts requires the highest level of personal integrity. Each officer has a personal responsibility to maintain the confidentiality of all Courts and Tribunal business and to uphold such confidences both in administering the business in the office and outside the office.

#### **Working Relationships**

The postholder is expected to develop and maintain good working relationships with all members of the Judiciary and Isle of Man Courts & Tribunals (General Registry) staff.

#### **Representation and Corporate Contribution**

You may represent the Courts & Tribunal service (General Registry) in meetings, working groups and other events from time to time and it is expected that the post holder will be a committed ambassador of the General Registry in the same.

#### **Performance Management and Improvement**

You will be expected to contribute to your own personal performance & development and to clearly demonstrate the IOMG People Qualities of Credibility, Capability & Character.

#### **Reporting Framework**

The post holder will report to the Family Team Manager (EO) – “Line Manager”.

#### **People Qualities**

The postholder will be expected to meet Level 2 of the People Qualities Framework.

**Competency levels for this post:**

- Leading and Working together – Level A
- Communicating and Influencing – Level A
- Achieving Results – Level B
- Delivering a Quality Service – Level B
- Changing and Learning – Level A
- Showing Commitment and Resilience – Level B

This job description is subject to change in accordance with organisational and service developments and will be reviewed at regular intervals with the post holder. You may be expected to undertake any other duties appropriate to the grade and area of responsibility.