



Team Leader (Court services)

Thanks for your interest in working at Citizens Advice. This document should give you everything you need to know about the above role.

Want to chat about this role?

Please contact the recruitment team at careers@citizensadvice.org.uk



The team

The role you're applying for is in the **Client & Member Services** directorate and in the **Witness Service** team.

The Citizens Advice Witness Service provides a vital service offering free and independent support for witnesses in every criminal court across England and Wales.

Here are **3** ways you can find out more about us:

1. Watch our [Youtube video introducing the work we do:](https://www.youtube.com/watch?v=zMEhRiKFMkc)
<https://www.youtube.com/watch?v=zMEhRiKFMkc>
2. Read our [blog about how we fit within Citizens Advice - and how we work together to help people:](https://wearecitizensadvice.org.uk/why-helping-more-people-can-be-as-simple-as-crossing-the-road-f21d06ac723b)
<https://wearecitizensadvice.org.uk/why-helping-more-people-can-be-as-simple-as-crossing-the-road-f21d06ac723b>
3. Take a look at the [Witness Service section of our website:](https://www.citizensadvice.org.uk/about-us/information/about-the-witness-service/)
<https://www.citizensadvice.org.uk/about-us/information/about-the-witness-service/>



The role

We are looking for someone with excellent management and communication skills, who can adapt to and manage change. Experience of working to agreed targets is essential for this role along with working to tight deadlines.

As Team Leader (Court) you will be in a crucial role, responsible for the effective delivery of the Witness Service within your court/s.

You will manage, motivate and develop a team of volunteers who support witnesses in their journey through the criminal justice system.

You will also develop and maintain key local stakeholder relationships with a view to enhancing partnership working, service delivery standards and effectiveness.



Role profile

Band:	Officer - Lower Level	
Reporting to:	Witness Service Area Manager	
Proficient salary:	As advertised	
Location:	Court based within a specific area, as advertised	Travel involved: Low
Team overview:	The Witness Service is delivered on the front line by volunteers, managed by Team Leaders and in some courts, Deputy Team Leaders. The service is overseen by Area Managers, and led by three Regional Managers for the North, South (including London) and Central and Wales regions, who report to the Operations Manager, in turn reporting to the Head of Funded Services - Witness Service.	
Role purpose:	Responsible for: <ul style="list-style-type: none">• the delivery of the Witness Service within the court environment, through the effective management and development of volunteers who support witnesses on their journey through the criminal justice system in line with the Citizens Advice behaviours• maintaining and enhancing service delivery• developing and maintaining local key stakeholder relationships with a view to enhancing partnership working.	
Key accountabilities	Key elements / tasks	% of Time
People Management <i>Please note that in roles where there</i>	Responsible for the effective management, coordination and supervision of a team of volunteers, using feedback and coaching	35%

<p><i>are multiple sites, some aspects of management may need to be undertaken remotely.</i></p>	<p>techniques as well as formal performance quality processes to build on current skill sets and maintain a service level in line with national operating standards. This will include:</p> <p>Rota planning, allocation of workload and formal performance management</p> <p>Monitoring progress and quality of service delivery</p> <p>Providing guidance and support to volunteers including managing complex and sensitive cases and briefing and debriefing on a daily basis</p> <p>Managing and leading performance of volunteers through to accreditation, through observation of skills, guided discussions and setting targets</p> <p>Some Team Leaders (Court) may also be required to line manage up to two Deputy Team Leaders.</p>	
<p>Quality of service delivery</p>	<p>Responsible for delivery of both team and individual performance targets allocated to the court within a defined framework, including onward referral rates, completion of Witness Experience Survey and witness satisfaction rates.</p> <p>Work in a way that actively promotes Citizens Advice Equity, Diversity & Inclusion in the workplace, challenging individuals where appropriate.</p> <p>Work closely with the Team Leader (Volunteer</p>	<p>20%</p>

	<p>Development) to ensure the right numbers of volunteers are in place at all times, by providing data on current volunteer numbers and projecting future volunteer requirements.</p> <p>Work closely with other internal service delivery teams, Team Leader (Outreach) and external stakeholders to ensure seamless delivery of service to witnesses.</p> <p>Provide local data and collate reports to a high standard as and when required by the Witness Service Area Manager.</p> <p>Deal with feedback from volunteers, witnesses and stakeholders as per Citizens Advice guidelines.</p> <p>Ensure compliance of service within the allocated courts with legal and regulatory requirements and all relevant Citizens Advice national policies and procedures.</p> <p>Promote a health and safety culture within the workplace, observe all health and safety rules and procedures, attend training courses as required and where appropriate conduct risk assessments.</p> <p>Ensure data is handled in accordance with the General Data Protection Regulations (GDPR).</p> <p>Ensure all data is inputted into the case management system within the defined frameworks and timescales.</p>	
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<p>Stakeholder Engagement</p>	<p>Manage and facilitate relationships with partner agencies within the court building with issues relating to witnesses at court i.e. ushers, legal advisors, CPS prosecutors, defence solicitors, security staff.</p> <p>Arrange and lead regular meetings with local criminal justice system stakeholders to ensure relevant information is shared effectively, supporting the delivery of a witness focused support service.</p> <p>Attend court user group meetings and any other meetings to promote the Witness Service and advocate on behalf of witnesses.</p> <p>Work with the Area Manager to proactively seek out opportunities to build relationships with relevant organisations, building and maintaining new referral relationships to enhance our support offer to witnesses, including with Local Citizens Advice partners.</p>	<p>10%</p>
<p>Other</p>	<p>Working with the Team Leader (Volunteer Development) assist with some areas of volunteer recruitment e.g. interviewing or attending events.</p> <p>Deputise for other Team Leaders as part of a team approach to provide cover for absence, peer support or business need, including any necessary travel to courts in the area.</p> <p>Be responsible for the day to day</p>	<p>10%</p>

	<p>management of the physical environment of the local office with support from the Area Manager.</p> <p>Undertake any other duties as may be reasonably required within the scope of the role including direct service delivery as and when required.</p>	
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Person specification

Essential Criteria

1. Proven experience of effectively managing and developing performance of a team of volunteers and/or staff, including recruitment, and supporting staff and/or volunteers in dealing with difficult situations. ***(Will be assessed at Application and Interview stage)***
2. Proven experience of monitoring and maintaining service delivery of a team against agreed targets, identifying opportunities for improvement and implementing change to achieve this improvement through effective planning. ***(Will be assessed at Application and Interview stage)***
3. Evidence of having built and developed effective and beneficial working relationships with external and internal stakeholders. ***(Will be assessed at Application and Interview stage)***
4. Experience of and confidence in working independently and effectively without direct supervision demonstrating the ability to prioritise own workload including appropriate decision making. ***(Will be assessed at Interview stage only)***
5. Proven experience of communicating sensitively and effectively both verbally and in writing with a wide range of people, including clients,

volunteers and stakeholders. ***(Will be assessed at Interview stage only)***

6. Experience of delivering or supporting delivery of effective front line services to a diverse range of clients and stakeholders. ***(Will be assessed at Interview stage only)***

Desirable Criteria:

1. For Wales posts, ability to speak Welsh
2. Understanding of the criminal justice system and specifically the journey of a witness through the court process
3. Understanding of safeguarding issues and requirements

Requirements for role *(candidates will confirm at application stage and at interview)*

1. Commitment to contributing to a people focused, collaborative, transparent and purpose driven organisation/team culture.
2. Proven ability to use IT packages, including word processing, spreadsheets, presentation packages, email (maintain an electronic diary) and the ability to use or learn to use other packages as necessary.
3. Willingness to travel within the area and very occasionally the wider UK to attend training or events.
4. Experience of ensuring safe working practices, GDPR guidelines and other legal requirements.
5. For all posts: A satisfactory enhanced Disclosure and Barring Service check (this will be applied for by the organisation upon a job offer). For some courts a Counter-Terrorism Check and/or police vetting will also be required.
6. Commitment to accessing opportunities for professional development, and keeping knowledge and skills up to date.