

JOB DESCRIPTION

Job Title:	Court Clerk – Family Division
Grade:	Administrative Officer
Department:	General Registry
Division:	Courts Division
Reporting to:	Executive Officer – Family Division

Main Purpose:

The postholder will be responsible for the efficient and accurate processing of Family applications, as well as the efficient organisation of court proceedings and provision of administrative support to the Judiciary.

Main Job Activities

1. Administration

Providing effective administrative support to the Judiciary of the High Court Family Division including the organisation of proceedings by liaising with relevant members of the judiciary, litigants, legal representatives, colleagues and related agencies.

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.

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

Acquire a good working knowledge and understanding of the relevant Rules of Court, regulations and procedures and be in a position to interpret as appropriate.

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

2. Processing of incoming applications

Processing divorce applications through to final checking stages, highlighting any areas of concern to the judiciary as may be appropriate. Ensuring applications to the Family Division are processed efficiently and accurately and checking that applications are in compliance with the relevant Court Rules and other relevant

legislation using discretion and initiative to determine the appropriate course of action where such Rules are not complied with.

3. Court Clerk duties

Clerking the court during hearings and ensuring that all courts are set up for the judiciary both for the Family Division and across the range of other courts as and when required. Ensuring all court procedures and protocols are met. Occasional assistance with vulnerable witnesses and operation of video link equipment.

4. Customer Service

To provide timely and accurate information to court users in writing, at the public counter and on the telephone; dealing with technical and complex enquiries as they arise. Referring any particularly complex or urgent queries to the Family Section Manager as appropriate. Responding to enquiries and requests generally relating to the Family Division.

5. Post Recording and Statistical Information

Ensuring that all incoming Family work is cross-checked and logged off against the computerised 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.

6. Other Duties as requested

To undertake any other duties as required, consistent with the duties of the post and as requested by the line managers or the Chief Registrar.

7. Staff Rotation

As part of the larger Court Office Team to be willing to rotate roles within the section or other parts of the Division as and when required.

8. 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 Court business and to uphold such confidences both in administering the business in office and outside the office.

Knowledge and skills required for the post

- Timely and accurate processing of new claims in line with relevant legislation.
- Excellent organisational skills to ensure efficiency in Courts Division and the ability to effectively ensure 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
- Personal responsibility to maintain the confidentiality of Court business
- IT literate including good working knowledge of MS packages including Word and Excel

Competency Levels

Leading and Working together – Level A

Is clear about own role and priorities taking responsibility for providing an excellent service; works supportively as a team player in pursuit of agreed objectives; builds effective working relationships with colleagues; deals constructively with inter-personal issues.

Communicating and Influencing – Level A

Communicates clearly, orally and in writing to get their message across; expresses their views in a clear and succinct way in group or team meetings; is courteous and effective in their communications with colleagues and customers; records and communicates information.

Achieving Results – Level B

Prioritises own (and others') work to achieve team goals; schedules activities and resources to deliver to agreed timescale; communicates openly about changes to plans; proposes appropriate solutions and considers consequences of different options; makes decisions in a timely manner and recommends/refers important decisions as necessary; strongly focused on achieving results; takes responsibility for the delivery of team objectives.

Delivering a Quality Service – Level B

Treats customer service as top priority; makes suggestions for improving aspects of service provision; takes on board suggestions for improving the quality of their work and collaborates with others to deliver excellent service; monitors income, costs and value for money.

Changing and Learning – Level A

Shows an interest in own self-development; is open to new ideas and willing to consider alternative working practices; accepts and adapts to change or new situations. Applies specialist knowledge, skills and experience in accordance with clearly-defined guidelines and standards.

Showing Commitment and Resilience – Level B

Adopts an energetic approach to work and is enthusiastic and interested in their work; stays calm under pressure and in control when under stress.

The postholder will be expected to contribute to his/her annual performance development review and all interim performance reviews.

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.