

JOB DESCRIPTION

Post:	Court Support Officer
Grade:	Support Grade II (Pay Band 2)
Department:	General Registry
Division:	Courts
Responsible to:	EO - Summary Courts Team Manager

Job Purpose

The main purpose of the post is to provide administrative assistance to the Courts administration and support to the Courts while sitting by summoning those called before the Court and assisting them to their places, and in the preparation of courtrooms prior to sittings.

Main Duties

1. Assisting the Public

Directing members of the public within the Courts of Justice, overseeing the behaviour of all persons in the Court precincts in conjunction with security staff, and maintaining quiet in the public waiting areas.

2. Preparation of Courtrooms

Ensuring that the courtrooms are supplied with fresh drinking water, glasses, writing paper, blotting paper, Oath cards, and operating the Court recording equipment as required. Assistance with vulnerable witnesses.

3. Summoning

Calling defendants and witnesses into Court at the direction of the presiding Judicial Officer or Clerk, and ushering them to the appropriate place. Swearing in witnesses using appropriate oaths and showing exhibits.

4. Administrative Work

General administrative duties as required to include but not restricted to:

- Logging of the daily post onto the post sheet
- Photocopying and distribution to parties of Court Orders
- Boxing up and labelling of Court Files
- Set up of Courts where necessary
- Replenishment of Stationery on clerks benches

5. Messenger Services

Carrying and delivering messages for the Judiciary and Clerks as required.

6. Fines and Expenses

Assisting the public, witnesses and jurors with information relating to the payment of fines and reimbursement of expenses associated with attendance at Court.

7. Bail Bonds

Assisting the Court Clerk when requested with the completion of bail bonds by defendants and others.

8. Closing Courtrooms

Clearing and securing the Courtroom at the end of a hearing, passing any lost property to the staff at the Reception Desk and assisting the Clerk with the removal of any files, books, papers etc.

9. Annual Leave/Training Cover for Usher duties

Via line manager liaising with the other Court Support Officers in relation to booking of annual leave/training to ensure that adequate cover is in place for provision of an usher in court.

10. Other Duties

Such other duties as may be directed by the Chief Registrar, Director of Court Services, Courts Business Managers or Line Manager.

11. Confidentiality & 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 uphold such confidence both in administering the business in office and outside the office.

Knowledge and skills required for the post

- Good organisational skills to ensure efficiency in Courts Division and the ability to effectively ensure the smooth running of relevant courts
- Good 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 abilities including working knowledge of MS packages including Word and Excel

Competency levels for this post are:

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 accurately.

Achieving Results – Level A

Organises own time efficiently, working in an orderly and disciplined way; makes day-to-day decisions within limits of authority and refers more important decisions in a timely and appropriate manner; delivers agreed tasks on time, liaising with colleagues where necessary.

Delivering a Quality Service – Level A

Enjoys delivering excellent service to internal and external customers; treats customers and customer problems as top priority; takes a pride in delivering work of a consistently high standard; shows an awareness of the cost of resources and uses these efficiently.

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 A

Takes pride in doing what is required of them on time and to the required standard; willingly takes on additional responsibilities when required; is positive and enthusiastic under normal, routine work pressures; maintains focus and shows determination when faced with setbacks.

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.