

Job Description

JOB TITLE:	Manager, Tribunals & Probate Section
GRADE:	Higher Executive Officer
DEPARTMENT:	General Registry
DIVISION:	Courts & Tribunal Services
LOCATION:	Murray House / Courts of Justice
RESPONSIBLE TO:	Director of Court & Tribunal Services
RESPONSIBLE FOR:	2 full-time Executive Officers (as Reporting Officer) 2 part-time Executive Officers (as Reporting Officer) 4 Administrative Officers (as Countersigning Manager)

ROLE

This role is in the Isle of Man Civil Service on the staff of the General Registry. The General Registry is responsible for the administration of the Isle of Man Courts and Tribunals, the role of which is to support the Administration of Justice and the Rule of Law in the Isle of Man.

The role of the Manager of the Tribunals & Probate Section and those that work under the post holder are not subject to political direction or improper political influence as that would taint the independence of the judiciary or the judicial process. The post holder should be aware of the special nature and responsibility of their work for the courts and tribunals and the judiciary involving as it does the need to preserve the independence of the judiciary.

The priority of the organisation is to ensure it is effective in order that it enables the judicial process to uphold the Rule of Law.

JOB PURPOSE

To provide direction and leadership for the Tribunals & Probate Section within Isle of Man Courts and Tribunals and to take responsibility for delivery of operational services and statutory functions.

MAIN ACTIVITIES

Service delivery, leadership & staff management

1. Operational planning of a programme of 'business as usual' and 'change management' work to deliver and develop the public, statutory and administrative support services of the Section.

2. Provide leadership for the Section and to take responsibility in the setting and attaining of:-
 - a. agreed performance targets and standards of work
 - b. high levels of customer service
 - c. compliance with relevant procedures, legislation and statutory sources
 - d. high levels of workplace culture
3. Management of staff and assigned resources to ensure they are utilised productively and efficiently to deliver the work of the Section.
4. Regular review and continuous development of services to ensure they are effective and are delivered efficiently and that improvement / modernisation opportunities are explored and implemented where necessary.
5. Provide escalation support and advice to Team Managers and staff to resolve complex, unusual, unexpected or high risk matters.
6. Ensure that personal and work-based development plans are in place for staff including identification of skills gaps and development opportunities.
7. Proactively facilitate meetings/discussions with staff in the Section to ensure good levels of open communication, enhanced staff knowledge, co-operative working and an engaging/inclusive culture.
8. Be the lead project officer for the Isle of Man Courts & Tribunal's Continuous Improvement project and programme.

Governance

9. Oversee the work of the Section to ensure it is undertaken in accordance with applicable legislation, codes, Government policies or procedures – including financial regulations and corporate governance principles. Also ensure that documented operational procedures are in place which reflect working practices and are in compliance with applicable sources.
10. Maintain and report upon the Section's operational risk register including promoting awareness of the same to all staff.
11. Carry out relevant delegated authorities to agreed standards and procedures, including as an authorised financial signatory, Assistant Chief Registrar and as a Commissioner for Oaths.
12. Manage the Section's expenditure budget and financial income target within agreed parameters and to attain value for money. Prepare monthly financial analysis and forecasting reports for the Director of Courts & Tribunal Services.

Management information (MI), research and strategic

13. Develop, implement and maintain appropriate systems of MI to allow regular and ad-hoc reporting of core functions (including performance reports and regulatory compliance/other reports).

14. Undertake regular appraisal of developments and changes etc. in other jurisdictions of issues that may be of operational interest or relevance locally and to promote awareness of the same to team members and to line manager.
15. Undertake research and produce proposal/briefing papers as required, including draft responses to Parliamentary questions and preparation of draft correspondence for Director of Courts and Tribunal Services and/or Chief Registrar.
16. Proactively contribute to the furtherance of strategic goals, core organisational values and business change plans across Isle of Man Courts and Tribunals. Provide feedback on strategic proposal/other papers circulated for comment.

Relationship building & Representation

17. Develop and maintain working relationships/useful points of contact with service counterparts in the HMCTS/MoJ and elsewhere.
18. Participate in relevant in-house working groups (and across IoM Government and externally as required) and provide constructive input and information to such groups as necessary.
19. Facilitate meetings of Tribunal Chairmen as required, including in relation to discussions on Tribunals policy/procedure, Tribunal support services and agreed training events.
20. Represent the Tribunals and Probate Section at Senior Management meetings and Divisional Management meetings and be a pro-active member of both forums.

General / Other

21. Undertake investigation reports as required, including in relation to customer complaints, business cases and feasibility assessments.
22. Ensure information and operational records are managed securely and in accordance with applicable codes of practice and approved retention/disposal schedules.
23. Perform the role of Secretary to the Interception of Communications Tribunal including preparation and case management of all correspondence (including minutes) to appropriate levels of confidentiality. Safekeeping and maintenance of the register of interception warrants under s6(5) of the Interception of Communications Act 1988 for the Chief Registrar.
24. Liaison with/provision of assistance to the Interception of Communications Commissioner as required – including maintenance of relevant web-page contents.
25. Provision of support to the Deemsters and external Examiners in the planning, running and general support for the Manx Bar Examinations, including receipt/proof-reading & final preparation of question paper scripts, undertaking the role of Lead Invigilator, attending meetings of the Examiners and drafting relevant correspondence.

26. Any other duties or reasonable instructions relevant to the Higher Executive Officer grade, including such cover or redeployment as may be required in the operational interests of the General Registry.

ADDITIONAL

In addition to this:

Representation and Corporate Contribution

The post holder may represent the General Registry in meetings, working groups and other events from time to time. It is expected that the post holder will be a committed ambassador of the Courts & Tribunal Service and the work that it seeks to achieve.

The postholder will be expected to be prepared for all such meetings or events attended, including having pre-read any reference or information materials and completing pre-assigned work packages or research beforehand. As a representative of the organisation and as a manager within the organisation the postholder will be expected to be on time for such meetings and to have completed assigned work within deadlines.

Performance Management and Improvement

All Public Servants have a personal responsibility for performance management. The post holder will be expected to contribute to their annual performance development review and interim performance reviews insofar as the performance management scheme applies to the post.

Health and Safety

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible health & safety/security risks or near misses to their line manager or other senior manager.

Integrity

The post holder is expected to recognise that their everyday business 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.

Leadership

To provide guidance, development, support and appraisal to all direct reports, and other members of the team as appropriate. To include consideration of succession planning and operational continuity.

To deliver and/or support key messages in developing a culture of change within the Section, using role model behaviour in leading the team through change and by communicating all issues of importance to your team regularly, effectively and honestly.

To support the promotion of continuous improvement (CI), Customer Service and best practice initiatives and foster an environment working towards simpler and better ways of working. Ensuring that team members are provided with a forum to share ideas for improving the way we work. Feedback these views to line manager.

Management Authority under relevant procedures:

The delegation of Management Authority for Officers graded at Higher Executive Officer level within the General Registry has been granted by the Public Service Commission and is to be exercised in respect of the staff within their individual span of control including.

Capability procedures – *Oral warning*
Formal warning
Final warning
Preparation and submission of an adverse report (via Chief Registrar)

Disciplinary proceedings - *Oral warning*
Written warning
Appeals up to written warnings
Final written warning

Grievance proceedings - *Up to stage 3*

Competency Levels for Role

Providing leadership and direction	C
Building partnerships, communicating and influencing	C
Achieving results	C
Delivering a quality service	C
Changing and learning	C
Showing Commitment and resilience	D

[last updated 14.09.16]

Isle of Man Public Service Person Specification
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Post: Manager, Tribunals & Probate Section

Organisation: General Registry – Isle of Man Courts and Tribunals

Job Summary: To carry out the statutory functions of the Director of Courts and Tribunals exercising discretion as appropriate and to provide leadership and management of the Courts and Tribunals

Attributes	Essential or Desirable	Method of Assessment
Qualifications		
Management Qualification	D	CV/Certificates
Experience		
Leadership and delivery of services within a statutory framework	D	CV/Assessment Centre/Interview
Budgeting and Financial Management	E	CV/Interview
Interpretation of Legislation	D	CV/Interview
Operational planning through the production of delivery plans and effective performance management	D	CV/Interview
Experience of administrative processes within courts or tribunals	D	CV/Interview
Management and delivery of projects	D	CV/Interview
Knowledge and Skills		
Understanding of the Isle of Man's legislative process and legal system and able to evidence situations where there has been a requirement to correctly interpret legislation	D	CV/Interview
Understanding of Government's administrative processes	D	CV/Interview
Leadership skills developed	D	CV/Assessment Centre/Interview

through working in a diverse organisation and evidence of ensuring continuing improvement in the delivery and modernisation of services		
Articulate and credible, including with people at senior levels, including members of the judiciary, and being able to constructively challenge at all levels whilst understanding the independent role of the judiciary	D	CV/Assessment Centre/Interview
Adaptability – dealing with difficult circumstances and adapt to situations/discussions. Willing to change thinking and options. Adapting style and approach to individuals	E	CV/Assessment Centre/Interview
Ability to think strategically and deliver workable solutions	E	CV/Assessment Centre/Interview
Effective networker	D	CV/Assessment Centre/Interview
Having a clear focus on maximising resource efficiency, and good financial and budgetary discipline by ensuring accountability for financial controls and systems	E	CV/Interview
Prepared to stand strong and defend position where necessary. Pro-actively stating the position of the organisation	E	CV/Interview
Understanding and upholding the integrity and independence of the role	E	CV/Interview
Operating effectively as the leader of a section ensuring an effective team player ethos	E	CV/Assessment Centre/Interview
Disposition		
Self-reliant and resilient	E	CV/Assessment Centre/Interview
Willing to promote and embrace change	E	CV/Interview

Belief in Public Service Ethos	E	CV/Interview
Understanding of what is required from the role both within and outwith the work environment	E	CV/Interview
Circumstances/Interests		
Isle of Man Worker	D	Application/CV
Able to attend during unsocial hours as needed	E	Interview
A clear Police check	E	Police Check