

Advisor – Visitor Reception

Department: Judicial Greffe

Division: Family Division

Reports to: Family Division Registrar

JE Reference: SG1002

Grade: 5

JE Date: 24/3/2021

Job purpose

Deliver a high standard of service to all visitors (some of whom may be vulnerable, challenging or emotional) and people contacting the Judicial Greffe, in a way that is professional, appropriate, efficient and promotes the safety of all concerned.

Job specific outcomes

- Provide a high quality service that meets the needs of a diverse range of people attending and contacting the Judicial Greffe.
- Identify the nature, priority and requirements of each contact, ensuring people are advised, served, connected or signposted to the most appropriate person or department.
- Appraise and give guidance to customers who may be vulnerable, challenging or emotional, so that they can obtain advice and support in relation to the Judicial Greffe's services, and ensure they are triaged to an appropriate colleague as required.
- Maintain the tidiness, security and integrity of the Visitor Reception area. In particular, deal with lawyers, litigants in person and members of the public attending hearings in the Family Court, using initiative to keep parties separated.
- Contribute to compliance with justice related procedures by signposting visitors to procedural information available in hard copy or online.
- Facilitate outgoing and incoming mail on behalf of the Judicial Greffe, receiving and administering mail and deliveries securely, and notifying colleagues and departments as required. In addition, be responsible for running the messenger distribution system, whereby Court documents are submitted to or received from legal offices.
- Deal with all telephone calls (for both Judicial Greffe and Bailiff's Chambers) in accordance with agreed standards of service, referring enquiries to the relevant member of staff.

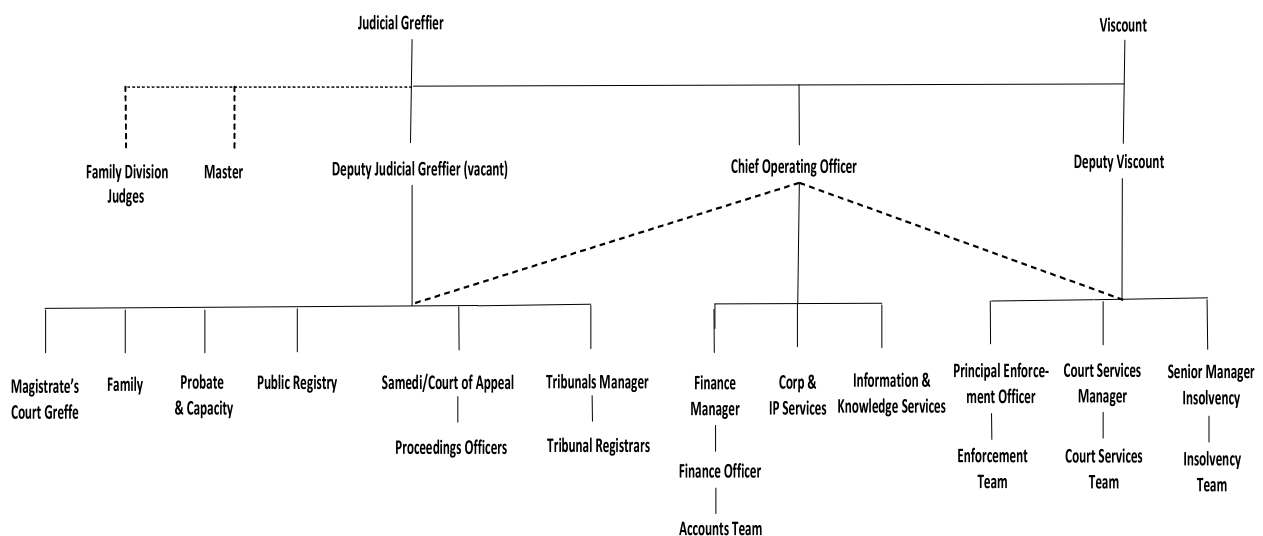
- Respond to customer complaints according to agreed standards, escalating as necessary to ensure a robust and consistent approach to maintain customer confidence.
- Contribute to the professional development of colleagues by training and coaching team members undertaking Visitor Reception duties, to ensure that a professional and continuous service is provided.
- Provide administrative support across the Judicial Greffe as required, including photocopying of complex Wills and Grants of Probate for the Probate Division on a daily basis.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure

Court Service Functional Organisation



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to at least GCSE standard or equivalent.</p> <p>The post holder is required to successfully pass vetting, security and reference checks.</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Roles, capabilities and limitations of public service bodies, support agencies and associated organisations.</p> <p>Data Protection, safe handling of data, Equality and Diversity and Human Rights matters.</p> <p>Customer service techniques.</p> <p>Security measures and fire regulations.</p>	<p>Basic understanding of legal processes in order to be able to give advice to stakeholders.</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Working knowledge of Microsoft or Windows based packages and can demonstrate ability to learn and use a variety of computer systems.</p> <p>Fluent in English (speech, written and reading).</p>	<p>Additional language (Portuguese and/or Polish).</p> <p>Practical experience of the Jersey Court system and a basic knowledge of court procedures.</p>
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Excellent verbal communication skills, with an ability to communicate with a diverse range of persons equally, professionally and appropriately.</p> <p>Have tact and diplomacy when dealing with a range of parties eg media, politicians, judges and members of the legal profession.</p> <p>Touch typing and multi-tasking skills.</p> <p>Excellent written communication skills and can produce clear, concise and accurate records or materials.</p>	

	<p>Can work unsupervised and use own initiative to solve problems, and take reasoned and responsible decisions that consider all relevant facts and information, based on agreed standards of service.</p> <p>Can prioritise matters when under pressure, take control and respond promptly and appropriately to changing situations.</p> <p>Can work as part of a team, supporting other team members with their duties, enquiries and problem solving.</p> <p>Can demonstrate empathy, maintain confidentiality and manage expectations</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience of working within a customer service or public facing environment.</p> <p>Experience of delivering high levels of customer service.</p> <p>Experience of contact management systems and call handling.</p> <p>Experience in planning, organisational and administrative roles.</p> <p>Experience of complying with data protection, information sharing and confidentiality rules.</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities, attributes and behaviour indicators.