

Job Title: Manager Appeals and Tribunal Service

Department:	Court Services
Section:	Judicial Greffe – Appeals and Tribunal
Reports to:	Judicial Greffier
JE Ref:	SG1028
Grade: CS12	JE Date: 25/08/2023

Job purpose

As a member of the Judicial Greffe's Leadership Team manage the Appeals and Tribunal Service which is responsible for administrating and processing all applications to the various tribunals administered by the Judicial Greffe. Direct and control all aspects of the operations of the Appeals and Tribunal Service, ensuring the delivery of a professional, efficient and cost effective service to its users and ensuring that the principles of continuous improvement, business continuity, risk management, well-being and health and safety are embedded in the section.

As member of the Leadership Team, contributes to the strategic development and operational efficiency of the Judicial Greffe

Job specific outcomes

1. Manages the day to day running of the Tribunal service and the Tribunals (Employment and Discrimination, Mental Health Review, Social Security, Planning, Health and Safety and Charity) to ensure that a high standard of service is provided to all parties using the service.
2. Provides effective leadership to the team, ensuring a performance management culture, monitoring workload, identifying training needs, setting objectives, and providing performance feedback. Ensures that all Registrars are equally capable of managing the routine operation of all tribunals. Communicates effectively to ensure that team members are briefed on departmental and organisational priorities. Act as a role model to support team members of the immediate and the wider team. As a member of the Judicial Greffe Leadership team, participate in a range of departmental initiatives including contributing to annual report and business plans, reviewing performance data and key performance indicators. Reviews services to ensure effectiveness and efficiency and identify improvements through creating a culture of continuous improvement.
3. Ensures that Chairs, Deputy Chairs, Panel Members and Planning Inspectors are provided with all necessary assistance, facilities and information in order to enable them to sit on their respective tribunals. Ensures that all parties, the public and the media (where appropriate) are informed of dates, hearing outcomes and other relevant information in an appropriate, open and straightforward way.

4. Takes specific responsibility for the administration of the Employment and Discrimination Tribunal; As Registrar, processes applications, sets up hearings; co-ordinates the diaries of the Tribunal Chair, Employee and Employer members and ensures that the persons bringing the application are kept informed of all processes and procedures involved in bringing their application to the Tribunal.
5. Monitors the expenditure of the Tribunal Service and ensures that it is kept within the budget. Ensures that all fees due are collected in a timely fashion and that disbursements/fees to tribunal members are made and accounted for properly and in a timely manner. Ensures that all service level agreements and other deadlines are adhered to.
6. Ensures that all parties, the public and the media (where appropriate) are informed of dates and outcomes of hearings in an appropriate open and straightforward way, ensuring that relevant information is available to all relevant parties.
7. Maintains a register of all appeals and decisions of the Tribunals and compiles and produces statistics, in accordance with legislative requirements, in order to produce Annual Reports on the activities of each Tribunal.
8. As a member of the Judicial Greffe management team, participates in a range of departmental initiatives including contributing to annual report and business plans, reviewing performance data and key performance indicators.
9. Reviews services to ensure continued effectiveness and efficiency. Monitors processes and procedures to ensure that the Tribunal Service is administered in the most cost effective way possible. Identify and resource methods of disseminating guidance information and help to tribunal users, ensuring effective and efficient use of public resources.

Statutory responsibilities

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

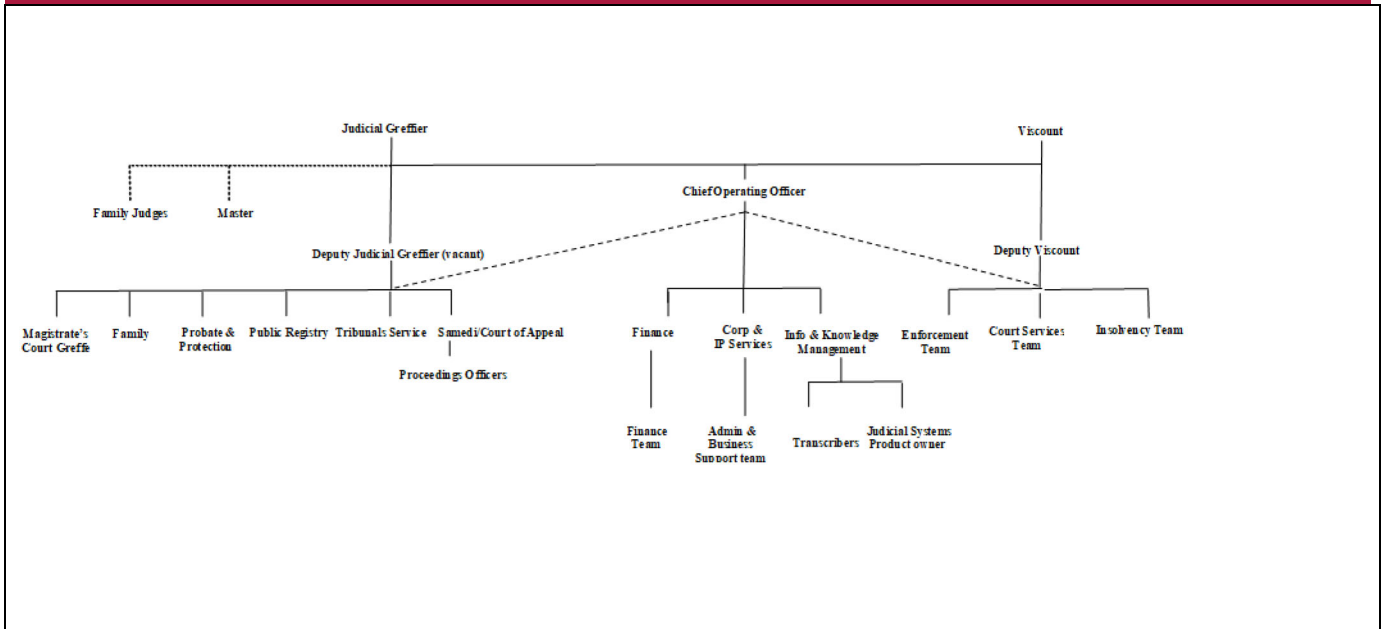
This role is not politically restricted.

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

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 degree level in a law-based discipline or possess a legal professional qualification (advocate, barrister, solicitor or similar), or equivalent.</p> <p>A management qualification at Level 7</p> <p>A project management qualification such as Prince2, PMP or Agile</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>A good knowledge and understanding of tribunal processes in Jersey to a standard capable of giving timely and accurate procedural advice to stakeholders.</p> <p>Knowledge of financial management and processes.</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>IT literate with good knowledge of Microsoft office applications, including Word, Excel, PowerPoint and Outlook.</p> <p>Familiarity with and experience of HR policies in a large organisation</p> <p>Be competent and capable of making quasi-judicial decisions in matters of procedure.</p> <p>A good knowledge of performance management including conducting appraisals and setting development plans in conjunction with the team members.</p> <p>Project management experience.</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills,</i></p>	<p>Excellent interpersonal skills to be able to negotiate, persuade and motivate a wide range of people including lawyers and litigants in person.</p>	

<p><i>ability to delegate, motivation or commitment etc.</i></p>	<p>Be able to identify areas for improvement, assist with implementing change.</p> <p>Able to exercise sympathy in a professional manner when dealing with anxious, emotional and/or frustrated clients and to apply the appropriate degree of authority in difficult client situations.</p> <p>Ability to provide clear, impartial procedural guidance to litigants in person and other court users.</p> <p>Ability to motivate and influence the team in order to achieve the best results for the operation of the Tribunal Service.</p> <p>Ability to work quickly and accurately.</p> <p>Proven ability to act with the highest levels of discretion and probity at all times, as dealing with sensitive legal information.</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>A minimum of 5 years' experience of working at a middle management level in a public service or legal environment</p>	

Personal Attributes

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 4 core accountabilities attributes and behaviour indicators.