

## **Job Title: Family Manager**

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<b>Department:</b>	Court Services
<b>Section:</b>	Judicial Greffe – Family Division
<b>Reports to:</b>	Judicial Greffier
<b>JE Ref:</b>	SG1029
<b>Grade:</b> CS12	<b>JE Date:</b> 25/08/2023

### **Job purpose**

Leading the Family Division on all non-legal matters, support the Family Judges on all matters within the jurisdiction of the Family Division and the operation of Family Division, including Family Foundation (one of the two alternative dispute resolution tracks offered by the Family Division) with the clear objective of ensuring that the Family Division provides a consistently high standard of service to court users, members of the public and other stakeholders.

As a member of the Judicial Greffe leadership team, set strategic aims and goals that are aligned with those of the Judicial Greffe and the Government of Jersey

### **Job specific outcomes**

1. Act as principal adviser to all court users on all matters of legal procedure, ensuring that all statutory requirements for the operation of the Family Division are complied with. Consult with the Family Judges on procedural changes and practice directions.
2. Oversee operational functions of Family Foundation to ensure that users of the service receive prompt, efficient and effective support. Lead practitioner for Family Foundation, acting as principal mediator in the Family Foundation joint sessions and undertaking one to one intake meetings with participants to determine the issues and assess whether the case is suitable for Family Foundation. Act as first point of contact for all queries regarding Family Foundation and the Family Division providing written answers if necessary.
3. Provide effective leadership to the team, ensuring a performance management culture, monitoring workload, identifying training needs, setting objectives, and providing performance feedback. Communicate effectively to ensure that team members are briefed on departmental and organisational priorities. Act as a role model to support team members of 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. Review services to ensure effectiveness and efficiency and identify improvements through creating a culture of continuous improvement.
4. Working with the Judicial Greffier and the Family Judges, develop and implement policies to ensure effective and efficient delivery of services, and in line with changes in legislation. Advise

on the potential implication of legislation changes and impact on resources, procedures and sentencing. Ensure provision of procedural advice and guidance to legal advisers, litigants-in-person, members of the public and other stakeholders. Set standards of case management in conjunction with the Family Judges and Greffier

5. Develop, maintain, and act upon robust key performance indicators with suitable statistical analysis processes, to monitor success and identify areas of potential inefficiency in the Family Division and Family Foundation.
6. Take ultimate responsibility for the accurate recording of all court decisions and dissemination of Acts of Court to required parties, and for the safe keeping of all court records and confidential material.
7. Lead and oversee operational functions of the Family Division which support the effective and efficient delivery of its core services and judicial functions, ensuring continuous improvement, business continuity, risk management, wellbeing and health and safety.
8. Ensure effective case management of all matters fixed before the Family Division
9. Identify and resource methods of disseminating guidance information and help to Family Division 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.

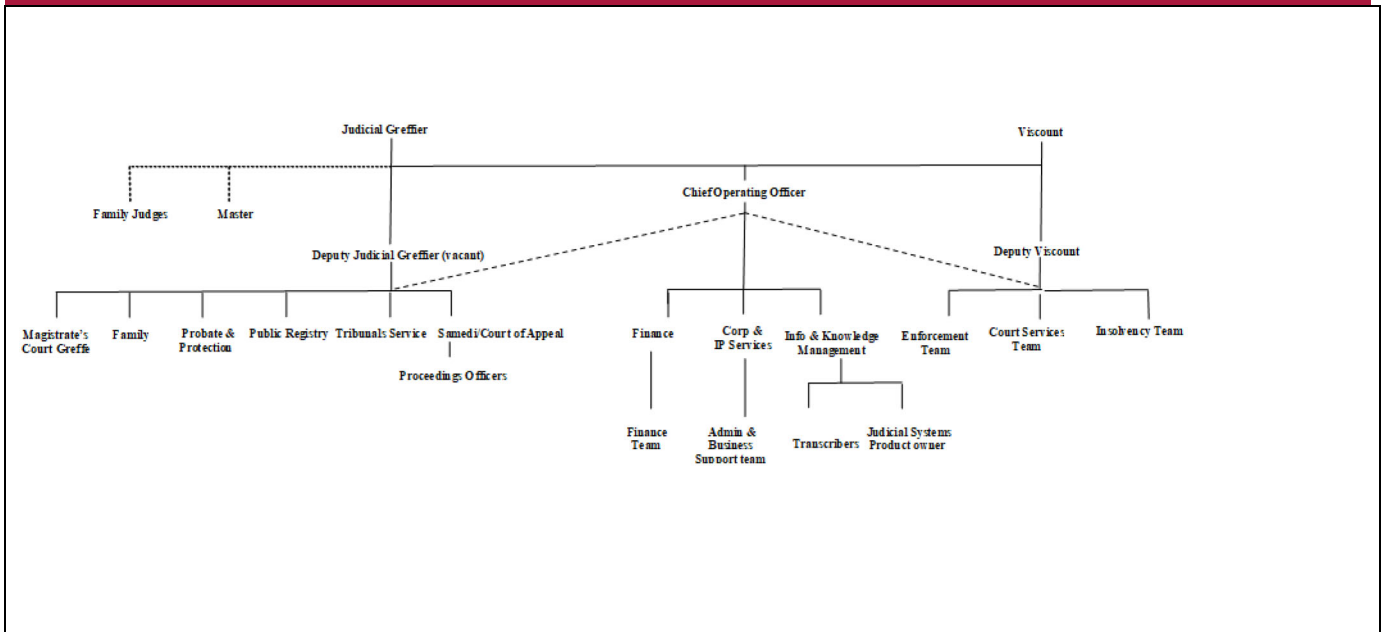
This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

### **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><b>Qualifications</b> <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).</p> <p>A management qualification at Level 7.</p> <p>Accredited certificate in mediation.</p> <p>A project management qualification such as Prince2, PMP or Agile</p>	<p>A Jersey legal qualification or working towards it.</p>
<p><b>Knowledge</b> <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>In depth and comprehensive knowledge and understanding of family law processes in Jersey to a standard capable of giving timely and accurate procedural advice to stakeholders, or ability to acquire knowledge.</p> <p>Familiarity with and experience of HR policies in a large organisation</p> <p>Understanding of financial management and processes</p>	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Practical experience of the Jersey court system (or a court system in a comparable jurisdiction), a sound knowledge of court procedures and the ability to explain and communicate this information to stakeholders and the team.</p> <p>Excellent written and grammatical skills.</p> <p>Demonstrable experience of resolution management/mediation</p>	

	A good knowledge of performance management including conducting appraisals and setting development plans in conjunction with the team members	
<p><b>General Skills/Attributes</b> <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 interpersonal skills to be able to negotiate, persuade and motivate a wide range of people including lawyers and litigants in person.</p> <p>Emotionally resilient whilst working in high pressurised situations.</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 assess potentially violent situations and respond appropriately.</p> <p>Ability to provide clear, impartial procedural guidance to litigants in person and other court users.</p> <p>Good listening skills and the ability to remain neutral whilst demonstrating empathy for both sides of a conflict.</p> <p>Ability to prioritise, plan and organise the operational requirements of the Family Court and Family Foundation</p> <p>Ability to work quickly and accurately with strong time management skills.</p> <p>Strong oral and written communication skills.</p> <p>Acts with the highest levels of discretion and probity at all times as dealing with sensitive legal information.</p>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum</i></p>	<p>A minimum of 5 years' experience of working at a middle management level in a public service or legal environment.</p> <p>Experience of leading and motivating a team or staff.</p>	

<i>period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i>		
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## 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.