

Assistant Proceedings Officer

Department:	Judicial Greffe	
Section:	Royal Court, Court of Appeal, Magistrate's Court, Family Court	
Reports to:	Senior Proceedings Officer, Assistant Judicial Greffier, Deputy Magistrate's Court Greffier or Family Manager.	
JE Ref:	SG1049	
Grade:	CS 7	JE Date: 29.08.2024

Job purpose

To support the provision of efficient, high level administrative and judicial support to the Courts (Royal Court, Court of Appeal, Magistrate's Court, Family Court) by providing a full administrative service. To act as a Relief Proceedings Officer by covering the work of Proceedings Officers as required.

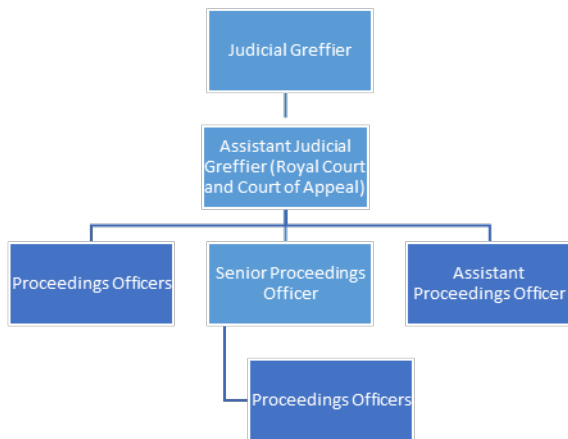
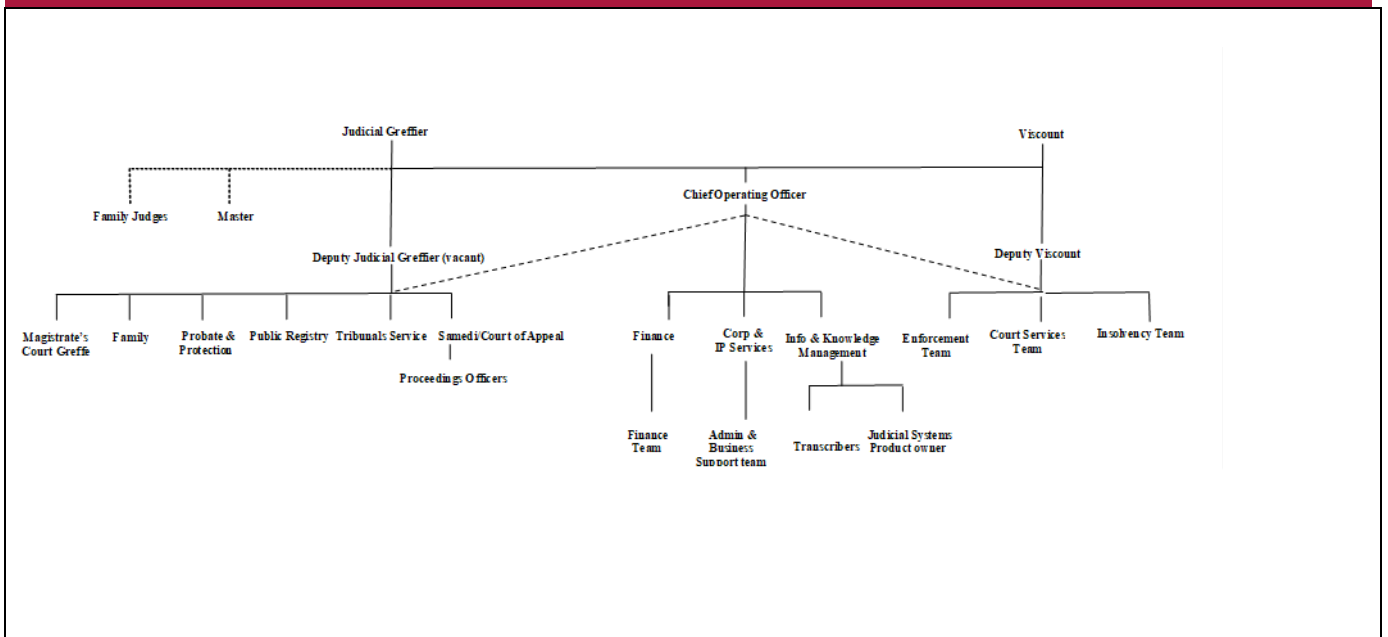
Job specific outcomes

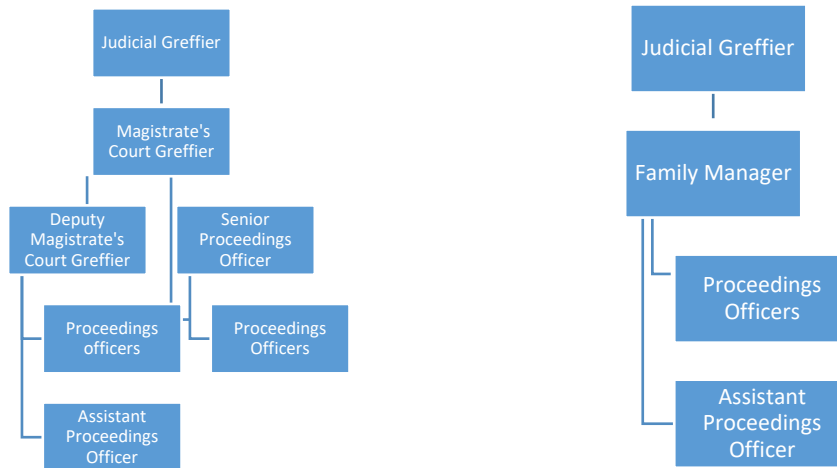
1. To provide a wide range of administrative support in order to ensure the smooth running of the Court(s). The role includes dealing with general queries on straightforward procedural matters, supporting the production and publication of the Court agenda ('Table') and ex parte list for the appropriate court sitting, ensuring the correct filing of Court papers, producing Court files in relation to actions which are placed on the pending list, arranging the publication of new case numbers on the internet, performing searches of records and producing copies of Acts of Court, preparing letters, maintaining data bases, preparing bundles.
2. As Relief Proceedings Officer, cover the work of Proceedings Officers by attending sittings of the Court as Greffier (Clerk of the Court) and draft Acts of Court/decisions in paper and electronic format and generally carry out all the duties as adviser to the Court and process and complete all administration relating to such sittings in order to ensure the smooth running of the Court.
3. As Relief Proceedings Officer, provide procedural advice in respect of proceedings before the court and work in partnership with the Court Usher and others to ensure the smooth running of the Court Room and the professional administration of justice.
4. Act as 'Billetier' for the passing of Friday Afternoon Private Business, to assist the Court Greffier in recording the decisions reached by the Court and produce and distribute the Acts of Court, in order to ensure the professional administration of justice.
5. Receive and process non-contentious applications in accordance with strict guidelines in order to assist the smooth running of the Courts. The applications will vary depending on the Court but may including registration of deeds poll, appointment of guardians ad litem, registration of medical professionals, applications for the reinstatement of companies.
6. Perform other duties as required to ensure the smooth running of the Courts including the setting up of video conferencing calls.

Statutory responsibilities

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

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
Qualifications Please state the level of education and professional qualifications and / or specific occupational training required.	Educated to A level standard with excellent written skills.	Legal qualification, for example CILEX or ILPSAA at Diploma level 3.
Knowledge 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).	Knowledge of court processes gained through working in a similar environment.	
Technical / Work-based Skills This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.	Excellent IT skills across a range of software packages. Use of audio visual packages and conference equipment.	
General Skills/Attributes 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.	Excellent written and communication skills. Excellent eye for detail. Meticulous record keeping skills Able to communicate effectively with members of the public, members of the legal profession and professionals from other organisations.	

	<p>Assertive and confident and able to advise all court users in an informed and diplomatic manner.</p> <p>Well organised, flexible, adaptable and self-motivated.</p> <p>Proven ability to work under pressure.</p> <p>Ability to act with integrity and discretion when dealing with sensitive or confidential matters.</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>Practical experience of working in a legal environment, a court system or a stakeholder agency of the courts.</p> <p>Familiar with the fundamentals of the criminal justice and civil justice process and an understanding of the hierarchy of Jersey courts.</p> <p>Experience of working in a structured environment.</p> <p>Experience of producing documents which reflect the decisions of the court.</p>	

Personal Attributes

Tiers are not relevant for the non-ministerial departments.

Additional job information

The following sections are included to ensure that a complete picture of the job can be gained for job evaluation purposes. The requirements of the job are summed up in the preceding sections; nothing in the following sections should sit at odds with the earlier information.

Contextual Information

Communication and Relationships

Tell us about the skills required by a typical post-holder to communicate, establish and maintain relationships and gain the cooperation of others. Let us know the skills required to motivate, negotiate, persuade, make presentations, train others, empathise, communicate unpleasant news sensitively and provide counselling and reassurance. You should also include any difficulties involved in exercising these skills.

Effective communicator who is able to develop good working relationships with court users including members of the Judiciary.

Delivers straightforward messages and procedural advice to a range of professionals with tact and diplomacy.

Ability to stand firm and not necessarily change approach where business needs of others dictate but would impact on the department.

Able to deal with confrontation or emotionally charged individuals who may be very upset. Ability to show empathy and sensitivity in these situations.

Demonstrates own role to others.

Analytical Skills

Please describe the analytical and judgemental skills required to fulfil the requirements of the job.

Consider any requirements for analytical skills to diagnose a problem or situation, or to understand complex situations or information, and judgemental skills to formulate solutions and recommend/decide on the best course of action.

Required to read and understand technical, legal language and terminology, and to understand the context of its use to provide advice on the best course of action in clear and simple terms to court users.

Demonstrates an understanding of process and an appreciation of legislation and its purpose and context.

Provides advice on straightforward procedural matters.

On a daily basis, required to identify practical solutions to multi-faceted problems using a variety of information sources.

Planning & Organisation

Please tell us about the planning and organisational skills required to fulfil the job responsibilities. You should include a description of the skills required for activities such as planning or organising services, departments, rotas, meetings, conferences, events and for strategic planning. Please reference the complexity and degree of uncertainty involved in these activities. Include details of the length of typical planning horizons.

Demonstrates excellent organisational and time management skills to deal with a varied daily workload which includes administrative tasks and proceedings officer work.

Plans, prioritises and reprioritise workload in order to plan the successful running of the Court and to answer queries in a timely and professional manner.

Collates multiple documents into bundles for presentation to court.

Organises, inputs into, retrieves and analyses performance data.

Physical Skills

Tell us about any physical and sensory skills, hand-eye co-ordination, dexterity, manipulation and/or requirements for speed and accuracy, keyboard and driving skills required by the role Include the reason it is needed, and how frequently it is used. Please ensure that this information is in line with the Person Specification.

Keyboard skills and IT skills required.

Required to sit for lengthy periods in a Court room.

Policy and Service Development

Tell us about any responsibilities of the job for development and implementation of policy and/or services. Let us know the nature of the responsibility and the extent and level of the jobholder's contribution to the relevant decision-making process, for instance, making recommendations to decision makers. Also, tell us whether the relevant policies or services relate to a function, department, division, directorate, the whole trust or employing organisation, or wider than this; and the degree to which the responsibility is shared with others.

Implements policy in own area and comments on policy and procedure in operational area when required.

Responsible for providing feedback on the operation of inhouse processes and recommending changes to improved or develop processes, for example, to support the Courts Digital project.

Attends team meetings and provides feedback on process improvements.

Financial and Physical Resources

Include any financial sums important to the job and briefly explain the job's active involvement (e.g. payments processed, budgets monitored, budgets managed, procurement and/or contract values, how much the job may spend, efficiency savings etc.). If this feels difficult to answer because amounts vary across teams, then include for each team, or state a range.

Let us know of any physical assets (including clinical, office and other equipment; tools and instruments; vehicles, plant and machinery; premises, fittings and fixtures; personal possessions of patients/clients or others; goods, produce, stocks and supplies).

Please describe the nature of the responsibility clearly (e.g. careful use, security, authorised signatory, maintenance, budgetary and ordering responsibilities); the frequency with which it is exercised; the value of the resources; and the degree to which the responsibility is shared with others.

Postholder is not a budget holder.

Responsible for safe use of assets in operational area.

Responsible for ordering of consumables, when required.

Staff Management

Let us know about any responsibilities of the job for management, supervision, co-ordination, teaching, training and development of employees, students/trainees and others in an equivalent position.

Include work planning and allocation; checking and evaluating work; undertaking clinical supervision; identifying training needs; developing and/or implementing training programmes; teaching staff, students or trainees; and continuing professional development (CPD). It also includes responsibility for such personnel functions as recruitment, discipline, appraisal and career development and the long-term development of human resources. The nature of the responsibility of the responsibility is more important the precise numbers of those supervised, co-ordinated, trained or developed.

Demonstrates work to others including mentoring new members of staff.

Attends ad hoc meetings with other departments, eg Police, in order to assist them in understanding court processes.

Responsible for ensuring own CPD is up to date, including participating in regular in-house training.

Provides feedback to other staff, both informally and during team meetings, in a constructive and helpful way.

Participates in cross-checking work across teams to assist in ensuring accuracy of Acts of Court and other legal documentation.

Information Resources

Tell us about any specific responsibilities of the job for information resources (e.g. computerised; paper based etc.) and information systems (both hardware and software e.g. HR or medical records). Let us know about the nature of the responsibility (security; processing and generating information; creation, updating and maintenance of information databases or systems) and the degree to which it is shared with others.

Responsible for safe keeping of all court records, authorising access as required, ensuring compliance with relevant legislation.

Produces Acts of Court.

Records court decisions on paper court files and produces paper-based forms for outcomes of cases either by hand or using word processing software.

Inputs confidential data on a daily basis into computerised systems in an accurate and timely way for use by self and others and extracts and produces information for use by self and others.

Receives and responds to large number of daily queries received by email and telephone, many of which are of a sensitive nature and may include sensitive personal data by way of attachments.

Responsible for the safe storage of these queries and documents until resolved and replying to such queries securely using systems such as Egress.

Maintains and update information leaflets within criminal and civil courts to assist members of the public.

Regular use of video conferencing software and hardware, setting up appointments for video hearings between the Court and individuals in prison or elsewhere.

Freedom to Act

Please tell us about the context in which the job operates, illustrating the extent to which a typical post-holder would have accountability for their own actions and those of others, to use own initiative and act independently; and the discretion given to the jobholder to take action. Consider supervisory/managerial control; instructions, procedures, practices and policies; professional, technical or occupational codes of practice or other ethical guidelines; the nature or system in which the job operates; the position of the job within the organisation; and the existence of any statutory responsibility for service provision.

Makes decisions in own area, in accordance with Court room operational procedures.

Provides input into development of procedures and practices to ensure the smooth administration of justice within the Courts.

Required to act on own initiative, especially when sitting in Court or answering queries received by telephone or in person.

Operates within an ethical and legal framework which requires confidentiality of information heard inside and outside the court room. Statutory responsibilities to ensure all data is dealt with in accordance with data protection legislation.

Physical Effort

What level of physical effort (e.g. normal office work, lifting, pushing, pulling, applying force etc.) is required, including approximate weights, for what reason and how frequently is it required.

Desk based role.
Required to work in various Court Rooms.

Mental Effort and Concentration

Describe the type and extent of tasks that require concentration. E.g. the period and continuity. This might include practical tasks including driving, and desk-based work.

Requirement to concentrate for long periods during court hearings whilst remaining alert to the needs of the court.

Requirement to focus on the present case whilst being mentally flexible to work on other matters.

Able to quickly grasp the matters before the Court so that Acts of Court can be issued expeditiously.

During court sittings, constantly interrupted by a variety of staff and court users to identify solutions to varied, multi-faceted and complex problems, particularly regarding court procedure, sentencing policy or precedence.

Emotional Effort

Describe the nature, level and frequency of emotional circumstances the job directly encounters. The test is not whether a specific person is upset by what happens as a regular part of the job, it is whether any reasonable person would become upset.

Frequent exposure to upsetting and distressing events whilst in Court. For example,

- criminal cases where evidence of a graphic nature is presented to the court
- public law matters where child welfare is an issue.

Deals sensitively and appropriately with witnesses, defendants and victims of crime.

Dealing with frustrated and angry members of the public when judgments have been taken against them or when proceedings appear unduly complicated.

Working Conditions

*Tell us about the nature, level, frequency and duration of demands arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise, and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.*

Seated at a desk in an open plan office or court for most of the day.

Any other information

Include any information that you believe is important to ensure that we have a sound understanding of the role that is not included anywhere else in the form.

The Royal Court Samedi Section and Court of Appeal provide a full support service to the Royal Court including attending sittings as a Clerk, issuing Acts of Court and providing advice on Court procedure. The Appellate Team is responsible for the administrative arrangements for the Court of Appeal and Court of Appeal Judges. The Team is also responsible for the registration of professionals, deed polls, company reinstatements, court of protection orders, guardianships, reciprocal enforcement of judgments, the taxation of costs, considering applications for disbursements in support of legally aided litigants, registering and indexing orders in court, fidéicommiss applications and supporting the Liquor Licensing Assembly.

The Magistrate's Court is the busiest court in Jersey; it is the first rung in the criminal justice system for adults and youths; it houses the Petty Debts Court which deals with disputes up to £30,000 and with evictions. The Magistrates Court Greffe also provides a weekly mediation service for claims that fall within the Petty Debts Court jurisdiction and ad-hoc sessions for other mediation requirements.

I agree that this job description is an accurate reflection of my role.

Post-holder(s) agreement of job content (if appropriate/BAU)

Sign and date:	Print name:
Sign and date:	Print name:
Sign and date:	Print name:

I do not agree that this job description is an accurate reflection of my role.

Post-holder(s) disagreement of job content (if appropriate/BAU)

Sign and date:	Print name:
Sign and date:	Print name:
Sign and date:	Print name:

Reason for disagreement – this must be based on significant aspect(s) of the role which have not been included:

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Line Manager's agreement of job content	
Sign and date:	Print name:

Business Unit Manager's agreement of job content	
Sign and date:	Print name:

Post number	
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