



**CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
COURT ADMINISTRATION DIVISION**

JOB TITLE:	Registry Manager
JOB GRADE:	GMG/SEG 3/Band 9
DEPARTMENT/DIVISION:	Supreme Court
BRANCH	Civil/Probate & Matrimonial/Criminal & Gun/Commerical & Rev Divisions
REPORTS TO:	Director, Supreme Court Operations & Management Support
ACCOUNTABLE TO:	Director, Supreme Court Operations & Management Support
MANAGES:	Court Coordinator (x3) Senior Case Scheduling & Progression Officer Senior Digital Court Reporter (x2) Administrative Assistant

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date Received in Human Resource Division

Date Created/Revised

1. STRATEGIC OBJECTIVES OF THE DIVISION

TBD

2. JOB PURPOSE

Under the direction and management of the Registrar/Senior Puisne Judge, the Registry Manager is a key management role responsible for ensuring the overall efficiency and effectiveness of the day-to-day operations of an assigned division (Civil/Probate & Matrimonial/Criminal & Gun/Commerical & Revenue) of Supreme Court.

The Registry Manager partners strongly with the Supreme Court Judges, Masters and Registrars in developing and executing strategic business and project plans that drive all operational, financial and administrative components; and supports the overall objectives of the Judiciary.

3. KEY OUTPUTS

- The day-to-day operations for assigned court division managed
- Validation and control mechanisms that ensure the accuracy of all court records and documents designed and implemented
- Monitoring and coordinating approaches for case scheduling and processing managed
- Compliance with governance and quality assurance requirements for the court division managed
- Court support and case progression processes managed
- Data analytics around Court performance, identification of trends, data, statistics developed and monitored
- The public procurement and maintenance of consumables and office equipment for assigned courts coordinated
- Court Records & Information system supported
- The use of Information Communication Technology and productivity tools such as electronic case/docket management systems promoted
- Complex matters escalated
- Strong collaborative relationships with Supreme Court Judges/Masters/Registrars and external partners established and maintained
- Expert advice on court operations provided
- The accurate preparation and prompt submission of budgets and funds concerning court accounts, financial reports and statements managed
- Annual/Quarterly/Monthly performance Reports prepared
- Individual work plans developed

- Staff appraisals and coaching conducted

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Manages the day-to-day operations and directs the activities of assigned staff by:
 - coordinating, prioritizing and assigning court/judicial support tasks and projects.
 - tracking and reviewing work progress and activities.
 - ensuring appropriate scheduling of staff to ensure proper operational coverage of assigned court(s).
- Designs mechanisms that ensure the accuracy of all court records and documents by establishing the necessary validation tools and controls for secure storage and appropriate access.
- Manages the monitoring and coordinating of case scheduling and processing to ensure the most effective and efficient handling of cases.
- Mentors and guides Court Operational Staff, ensuring compliance with governance and quality requirements, to successfully deliver the Judiciary's priorities and initiatives.
- Manages the preparation of operational plans, budgets and cash flows in line with the GOJ's guidelines, to support the work of assigned Courts.
- Establishes and maintains strong collaborative relationship with assigned Supreme Court Judges and Registrars to aid the strategic planning objectives, operational, financial and human resource management for assigned courts.
- Manages the accurate preparation and prompt submission of funds concerning court accounts, financial reports and statements to the Finance & Accounts Branch of the Judiciary (CAD).
- Manages the court support and case progression processes by ensuring the timely provision of appropriate case activities in symbiotic relationship with all key stakeholders (Law Firms, Legal Associates, Users/Clients, etc.) at all stage of the Judicial process.
- Monitors the Courts performance, identifying trends, data, statistics and remedial action where necessary, together with providing management information where required.
- Provides continuous improvement strategies, encompassing changes to operational policy, identifying training needs in relation to case preparation and file quality.
- Monitors business processes and recommends change to bureaucracy between key stakeholders leading to improved performance and reduced delays in the Justice System.
- Manages the physical facilities and assets of assigned Courts ensuring that the Judiciary's operations are conducted in a secure, comfortable and functional work environment.
- Coordinates the public procurement and maintenance of consumables and office equipment for assigned courts with Office Service Manager, which will facilitate a harmonious and productive work environment.

- Develops, implements and monitors local emergency and disaster management procedures for the protection of stakeholders and property of assigned Court and outstations as applicable.
- Ensures that safety and health standards are maintained by ensuring protocols are followed; and recommending equipment and safety measures to be pursued by staff.
- Partners with the Judiciary's Corporate Office (CAD) on the management of contracts and stakeholder relationships, ensuring that the communication channels are clearly defined.
- In partnership with Court Records & Information Manager implements and monitors Court Records & Information Management policies and procedures in assigned Courts.
- Promotes the use of Information Communication Technology and productivity tools such as electronic docket management systems to transform and modernise the Judiciary's operations and strategies.
- Embeds a culture of customer focus and performance management to ensure high quality and continuous improvement in service delivery in the Judiciary.
- Prepares Technical Submission, notes, correspondence, written reports and briefs, that are informative to the Registrar/Senior Puisne Judge.
- Answers inquiries, provides information and resolves complaints from judges, attorneys, other staff/key stakeholders and the public regarding assigned functions and activities.
- Escalates complex matters to the Registrar/Senior Puisne Judge for review and feedback.
- Keeps informed of developments in the court operations management/court administration issues to help the Judiciary operate with initiative and innovation.

Management/Administrative Responsibilities

- Contributes to the development of the Branch's Strategic and Operational Plan and Budget.
- Develops Individual Work Plans based on alignment to the Branch's Plan.
- Participates in sittings of the Public Administration and Appropriations Committee (PAAC)/ Public Accounts Committee (PAC), meetings, seminars, workshops and conferences as required.
- Prepares reports and project documents as required.
- Prepares and delivers Court Operations presentations related to as needed.
- Maintains customer service principles, standards and measurements.
- Identifies and incorporates the interests and needs of customers in business process design.

Human Resources Responsibilities

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring and coaching of high-performing audit

professionals who possess outstanding knowledge, experience, ethics, and integrity.

- Evaluates and monitors the performance of staff in the Division and implements appropriate strategies.
- Coordinates the development of individual work plans and recommends performance targets for the staff assigned.
- Participates in the recruitment and training of staff of the Division.
- Recommends succession initiatives, transfer, promotion and leave in accordance with established Human Resource Policies and Procedures.
- Identifies skills/competencies gaps and contributes to the development and succession planning for the Division to ensure adequate staff capacity.
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff annual performance appraisals and other periodic reviews.
- Ensures the well - being of staff supervised.
- Effects disciplinary measures in keeping with established guidelines/practices.

Other Responsibilities

- Performs all other duties and functions as may be required from time to time.

5. PERFORMANCE STANDARDS

- The day-to-day operations for assigned court division managed in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Validation and control mechanisms that ensure the accuracy of all court records and documents designed and implemented in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Monitoring and coordinating approaches for case scheduling and processing managed in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Compliance with governance and quality assurance requirements for the court division managed in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Court support and case progression processes managed
- Data analytics around Court performance, identification of trends, data, statistics developed and monitored
- The public procurement and maintenance of consumables and office equipment for assigned courts coordinated
- Court Records & Information system supported in accordance with established business processes, service level agreements, guidelines (GOJ RIM Policy 2019) and agreed timeframes.
- The use of Information Communication Technology and productivity tools such as electronic case/docket management systems promoted in accordance with

established business processes, service level agreements, guidelines and agreed timeframes.

- Complex matters escalated in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Strong collaborative relationships with Supreme Court Judges/Masters/Registrars and external partners established and maintained are open, harmonious and continuous.
- The accurate preparation and prompt submission of budgets and funds concerning court accounts, financial reports and statements managed in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Strong collaborative relationships with Judges, Masters and Registrars established and maintained are open, harmonious and continuous.
- Expert advice on court operations provided are evidence-based and provided in the agreed timeframes.
- Annual/Quarterly/Monthly performance reports are prepared in accordance with the agreed format, are accurate and submitted on time.
- Staff managed according to GOJ HR, and other established practices and performance appraisals and reviews/coaching done and submitted in accordance with agreed timeframe and standards;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

6. AUTHORITY

- Recommends operational policies and procedures relating to Court Operations.
- Implements operational policy changes to support effectiveness and efficiency.
- Recommends the budgetary requirements for the Supreme Civil/Probate & Matrimonial/Criminal & Gun/Commercial & Revenue Divisions.
- Recommends staff appointments, promotion, recruitment, disciplinary action, leave and general welfare issues.
- Recommends relevant training and development programmes for direct reports to enhance knowledge and performance.

7. INTERNAL AND EXTERNAL CONTACTS (specify purpose of significant contacts)

Internal Contacts

Contact (Title)	Purpose of Communication
Senior Puisne Judge Supreme Court Judge(s) Registrar(s)	• Provide advice and contribute to decision making; • Identify emerging issues/risks and their implications, and propose solutions; • Receive guidance and provide regular updates on key Court Operations and

Contact (Title)	Purpose of Communication
	Management Support issues and priorities for Judiciaries.
Senior Executives/Management in Divisions	• Develop and maintain effective working relationships relating to Court Operations and Management Support • Collaborate, exchange information, provide strategic advice, support and feedback
Direct Reports	• Coach and mentors • Develop and maintain effective working relationships relating to Court Operations and Management Support • Collaborate, exchange information, provide strategic advice, support and feedback
General Staff	• Develop and maintain effective relationships • Provide expert advice and exchange information

External Contacts

Contact (Title)	Purpose of Communication
Legal Partners & MDAs, such as the Law firms, Police, DCS, DPP, etc.	• Develop and maintain effective relationships; • Provides expert advice on Records Access matters; and exchange information; • Liaise on key Court Operations and Management Support issues
Auditor General	• Exchange information on audit queries and related processes
Professional Affiliations	• Provides expert advice and exchange information; • Identify innovation and new opportunities for the Association.
Contractors, suppliers and providers of services	• Monitors TOR for goods and services and related interventions; • Exchange of information.
General Public	• Collaborate on matters, exchange information, provide advice and seek feedback

8. REQUIRED COMPETENCIES

Core

- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem-solving skills
- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical

- Knowledge of Court Administration principles and practices, including court support and case progression interventions;
- Knowledge of the calendaring procedures in the court of assignment and of modern techniques of case management
- Knowledge of Records and Information Management, Human Resource Management, Financial Management, Office and Facility Management.
- Understanding of Occupational Health and Wellness principles and their implementation in the workplace, especially related to records management;
- Knowledge of Judiciary's organizational structure and culture.
- Good Knowledge of GOJ ICT policies and systems.
- Good knowledge of programme monitoring and evaluation frameworks.
- Strong ability to synthesize multiple ideas and complex information into a coherent summary, as in reports and briefing notes, and to make cogent recommendations for the modification or creation of legislation, policies and programmes.
- Good verbal and written communication skills, with the ability to deliver presentation with tact, clarity, enthusiasm and accuracy to widely varied audiences.
- A high level of initiative and self-motivation.
- Demonstrated interpersonal and negotiation skills.
- Aptitude for developing and maintaining collaborative relations with team members both within and outside the Judiciary.
- Knowledge of computerized systems and software, with an emphasis on the MS Office suite and projects.

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree in Management Studies, Business/Public Administration, Human Resource Management, Public Policy, Public Sector Management, or related social sciences **OR** HEART NSTA NVQJ 5 in related field;
- Certification/training in Supervisory Management/Leadership.
- Five (5) years' experience in a general management environment.

10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions. Will be required to travel locally and overseas to conduct monitoring training, attend conferences, seminars and meetings.

Appendix 2 Administrative Assistant



CIVIL SERVICE OF JAMAICA JOB DESCRIPTION AND SPECIFICATION COURT ADMINISTRATION DIVISION

JOB TITLE:	Administrative Assistant
JOB GRADE:	GMG/AM 3/Band 5
DEPARTMENT/DIVISION:	Supreme Court
BRANCH	Civil/Probate & Matrimonial/Criminal & Gun/Commerical & Rev Divisions
REPORTS TO:	Registry Manager
ACCOUNTABLE TO:	Registry Manager
MANAGES:	N/A

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date Received in Human Resource Division

Date Created/Revised

1. STRATEGIC OBJECTIVES OF THE DIVISION

TBD

2. JOB PURPOSE

Under the general direction of the Registry Manager, the Administrative Assistant is responsible for providing general administrative and secretarial support to the Section. The Administrative Assistant will provide general technical and administrative support, including managing, organizing and coordinating the workflow of the Branch; implementing and maintaining administrative/filing systems, procedures and policies, as well as monitoring assigned administrative projects as determined by the Court Operations Manager.

3. KEY OUTPUTS

- Calendars and schedules prepared and maintained
- Meetings coordinated
- Correspondence/documents, reports, presentations and records prepared and distributed
- Record-keeping and administrative systems established and maintained
- Research conducted
- External requests for information processed and provided
- Invoices, vouchers, requisitions, expense claims processed
- Annual/Quarterly/Monthly/Periodic Reports prepared
- Individual Work plan developed

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Manages calendar for the Branch/Section which includes but is not limited to scheduling appointments, coordinating meeting rooms and preparations including refreshments, where applicable.
- Maintains office workflow, analyses operating practices and systems and recommends improvements; and implements agreed changes to increase in the Branch's/Section's efficiency.
- Provides support to members of the Team on specific projects as agreed with the Registry Manager.
- Prepares and modifies documents including correspondence, reports, drafts, memos and emails; takes and transcribes dictation, and composes and prepares confidential correspondence, technical reports, and other complex documents.
- Assists with the logistical operations of the Branch/Section with respect to the duties assigned including organization and administration of meetings and other events, by providing agendas and keeping written records of discussions and key decisions; and undertakes associated research and follow-up actions as required.
- Conducts research and prepares draft summaries/presentations as required.
- Screens incoming calls and correspondence and responds independently when possible.
- Maintains electronic and hard copy filing systems, creates and maintains database and spreadsheet files and manages the Branch's/Section's intranet filing system, performs data entry and scan documents.
- Makes travel arrangements including researching and coordinating itineraries, visa requirements, accommodation and other related activities for the Branch/Section, compiles documents for travel related meetings.
- Ensures that the administrative functions of the Branch/Section such as the preparation of the Time and Attendance Register for submission to the Director, among other items, are done on a timely basis.
- Schedules and attends Branch/Section and committee meetings, prepares minutes and ensures follow-up actions are done, reproduce, distribute and maintain records of minutes accordingly.
- Exhibits good courtesy to scheduled and unscheduled visitors.
- Opens, sorts and distributes incoming correspondence, assists in preparing outgoing mail and correspondence, including e-mail and faxes and updates section mail register.
- Attends meetings externally as may be required for the purpose of minute taking, conducting research, compiling supporting documents and related tasks.
- Maintains equipment register; ensures completion of scheduled preventive maintenance and arranges repairs.
- Maintains office supplies for the section by monitoring stock levels, placing and expediting orders through the Administration mechanisms, if required, and verifying receipt of supplies.

Management/Administrative Responsibilities

- Develops Individual Work Plans based on alignment to the overall plan for the section.

- Participates in meetings, seminars, workshops and conferences as required.
- Prepares reports and programme documents as required.
- Maintains customer service principles, standards and measurements.

Human Resources Responsibilities

- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals.
- Assists with the preparation and conducts presentations on role of Division/Unit for the Orientation and Onboarding programme.

Other Responsibilities

- Performs all other duties and functions as may be required from time to time.

5. PERFORMANCE STANDARDS

- Calendar and schedules are coordinated and maintained according to established standards and timeframes.
- Events such as meetings are efficiently and effectively coordinated.
- Visitors greeted, and callers responded to in a professional manner.
- Record-keeping and administrative systems are established and maintained in accordance with relevant standards and agreed timeframes.
- Research conducted is evidence-based and timely.
- Reports, correspondence, agendas and minutes are evidence-based and submitted in a timely manner.
- Tact, sensitivity, diplomacy and discretion are exercised in the screening of calls and visitors, giving out information, and dealing with people.
- Work plans conform to established procedures and implemented according to establish rules.
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

6. AUTHORITY

- Draft documents.
- Makes recommendations to improve the efficiency of the Registry Manager's office.

7. INTERNAL AND EXTERNAL CONTACTS (specify purpose of significant contacts)

Internal Contacts

Contact (Title)	Purpose of Communication
Registry Manager	• Provide advice and contribute to decision making; • Identify emerging issues/risks and their implications, and propose solutions; • Receive guidance and provide regular updates on key Finance and Accounting issues and priorities.
Senior Executives Divisional/Department/Agency	• Develop and maintain effective working relationships on related matters; • Exchange of information.
General Staff	• Develop and maintain effective relationships; • Provide expert advice and exchange information.

External Contacts

Contact (Title)	Purpose of Communication
MDAs	• Develop and maintain effective relationships; • Liaise on key functional or issues affecting areas
Committees relating to functional area	• Exchange information on related matters
Professional Affiliations	• Exchange information.
Contractors, suppliers and providers of services	• Monitors financial transactions and interventions; • Exchange of information.
General Public	• Collaborate on matters, exchange information, provide advice and seek feedback

8. REQUIRED COMPETENCIES

Core

- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem-solving skills
- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical

- Proficiency in Microsoft Office suite and other programme applications appropriate to assigned responsibilities
- Working knowledge of the format of cabinet submission and the approval process
- Excellent keyboarding dexterity
- Solid dictation and transcribing skills
- Working knowledge of statutes, legislations, regulations policies and procedures that guide the operations of the section
- General knowledge in budget cash flow preparation
- Knowledge of office management and administrative procedures and practices
- Knowledge of the principles and practices of public administration
- Knowledge of research and statistical methods and techniques
- Ability to compose correspondence and reports

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Associate Degree or Diploma in Office Administration, Administrative Management, Management Studies, Public/Business Administration, or related social sciences;
- Two (2) years' experience in an Office Management environment.

10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions. Will be regarded to travel to meetings to support the Registry Manager as applicable.

Appendix 3 Court Coordinator



**CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
COURT ADMINISTRATION DIVISION**

JOB TITLE:	Court Coordinator
JOB GRADE:	JLG/LO 1/Band 8
DEPARTMENT/DIVISION:	Supreme Court
BRANCH	Civil/Probate & Matrimonial/Criminal & Gun/Commerical & Rev Divisions
REPORTS TO:	Registry Manager
ACCOUNTABLE TO:	Registry Manager
MANAGES:	Court Support Officer Court Audio-Visual Technician Administrative Assistant

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This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date Received in Human Resource Division

Date Created/Revised

1. STRATEGIC OBJECTIVES OF THE DIVISION

TBD

2. JOB PURPOSE

Under the management of the Court Operations Manager, the Court Coordinator is responsible for leading a team in the performance of paralegal and administrative duties for assigned courts as it pertains to the management of schedules, maintenance of records and ensuring compliance with court procedures and systems. The Officer also leads the engagement with judges, attorneys, law enforcement partners, and the public, providing necessary information and guidance regarding court processes in facilitation of justice.

3. KEY OUTPUTS

- Daily operations of the Court Support team supervised
- Supervises the case/docket management business processes and systems for assigned team supervised
- The smooth functioning of court sessions supervised
- The updating and maintenance of accurate records/information of court proceedings supervised
- The preparation, revision and distribution of minutes, transcripts, or summaries of hearings and court sessions supervised

- the processing and preparation of a variety of legal documents resulting from the proceedings of the court supervised
- The reviewing of case files for completeness and accuracy supervised
- The monitoring of compliance with court orders and procedures supervised
- The use of data analytics tools to assess patterns in case management supervised
- Continuous staff training/development, coaching, guidance and oversight planned and delivered
- Stakeholder relationships maintained
- Annual/Quarterly/Monthly performance Reports prepared
- Advice and interpretation provided
- Individual Work plan developed
- Staff appraisals and coaching conducted

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Supervises the daily operations of the Court Support team in assigned courts of Supreme Court, including effective resource planning, allocation, implementing strategies and programmes.
- Supervises the case/docket management business processes and systems for a team of Court Support Officers and related posts from the filing stage through to resolution, ensuring that all necessary documentation is prepared, filed correctly and disseminated where applicable.
- Supervises the coordination and scheduling of court hearings, trials, and other proceedings for assigned team ensuring the use of productivity tools/software such as a case/docket management system or any other ICT solution.
- Supervises the smooth functioning of court sessions by implementing mechanisms that enables the organization of materials/bundles, management of exhibits, ensuring all necessary parties are present, calling witnesses, and assisting judges as needed to ensure efficiency and effectiveness.
- Supervises the updating and maintenance of accurate records/information of court proceedings and filings, ensuring that all data is entered into the applicable case/docket management system or any other ICT solution.
- Supervises the preparation, revision and distribution of minutes, transcripts, or summaries of hearings and court sessions in accordance with established legal standards, procedures and timeframes.
- Supervises the processing and preparation of a variety of legal documents resulting from the proceedings of the court, such as subpoenas, summonses, court orders, inter alia. ensuring accuracy and compliance with established legal standards procedures and timeframes.
- Supervises the reviewing of case files for completeness and accuracy, and oversees the monitoring of case progress and coordination with senior case scheduling and progression officers, judges, attorneys, and other parties involved.
- Implements and monitors agreed procedures that cause the maintenance of order and decorum in the courtroom and address any issues that arise by alerting the

relevant parties and key stakeholders based on documented procedures and Service Level Agreements (SLAs).

- Promotes the utilization of video conferencing technologies for remote hearings by supervising the coordination of virtual proceedings and ensuring that technology runs smoothly.
- Serves as a point of contact for litigants, witnesses, and attorneys, by providing information and assistance regarding court processes and systems.
- Guides the conduct routine to moderate legal research to support case preparation and provide background information on legal issues.
- Supervises the monitoring of compliance with court orders and procedures, and actively assists in implementing administrative mechanisms that ensures enforcement of court rulings.
- Supervises the use of data analytics tools to assess patterns in case management, such as identifying bottlenecks or trends in case resolutions to improve processes and allocate resources more effectively.
- Plans and delivers continuous staff training/development, coaching, guidance and oversight on court administrative procedures and protocols.
- Organizes staffing schedules/rosters, including break/lunch patterns and the number of staff required to meet daily customer service demand.
- Supervises the management of office supplies and equipment related to assigned court operations, and makes requisition requests for replenishment and servicing/repairs in accordance with agreed SLAs.
- Escalates complex matters to the Registry Manager for assigned division.
- Keeps informed of developments in the court operations management/court administration issues, relevant laws, rules, and regulations affecting court proceedings to help the Judiciary operate with initiative and innovation.

Management/Administrative Responsibilities

- Develops Individual Work Plans based on alignment to the overall plan for the Section.
- Participates in meetings, seminars, workshops and conferences as required.
- Prepares reports and programme documents as required.
- Prepares and delivers Court Support/Administrative presentations related to as needed.
- Maintains customer service principles, standards and measurements.
- Identifies and incorporates the interests and needs of customers in business process design.

Human Resources Responsibilities

- Provides guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline.

- Evaluates and monitors the performance of assigned staff and implements appropriate strategies.
- Coordinates the development of individual work plans and recommends performance targets for the staff assigned.
- Participates in the recruitment and training of staff of the Court.
- Recommends training, promotion and approves leave in accordance with established Human Resource Policies and Procedures.
- Identifies skills/competencies gaps and contributes to the development and succession planning for the division to ensure adequate staff capacity.
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff annual performance appraisals and other periodic reviews.
- Ensures the well - being of staff supervised.
- Effect disciplinary measures in keeping with established guidelines/practices.

Other Responsibilities

- Performs all other duties and functions as may be required from time to time.

5. PERFORMANCE STANDARDS

- Daily operations of the Court Support team supervised in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Supervises the case management business processes and systems for assigned team supervised in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- The smooth functioning of court sessions supervised in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- The updating and maintenance of accurate records/information of court proceedings supervised in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- The preparation, revision and distribution of minutes, transcripts, or summaries of hearings and court sessions supervised in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- The processing and preparation of a variety of legal documents resulting from the proceedings of the court supervised in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- The reviewing of case files for completeness and accuracy supervised in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- The monitoring of compliance with court orders and procedures supervised in accordance with established business processes, service level agreements, guidelines and agreed timeframes.

- The use of data analytics tools to assess patterns in case management supervised in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Continuous staff training/development, coaching, guidance and oversight planned and delivered in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Stakeholder relationships maintained in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Annual/Quarterly/Monthly performance reports are prepared in accordance with agreed formats, are accurate and submitted on time.
- Individual work plans developed in alignment with strategic corporate/operational plans and budgets.
- Staff managed according to GOJ HR, and other established practices and performance appraisals and reviews/coaching done and submitted in accordance to agreed timeframe and standards.
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

6. **AUTHORITY**

- Recommends operational policies and procedures relating to Court Operations.
- Recommends staff appointments, promotion, recruitment, disciplinary action, leave and general welfare issues.
- Recommends relevant training and development programmes for direct reports to enhance knowledge and performance.

7. **INTERNAL AND EXTERNAL CONTACTS (specify purpose of significant contacts)**

Internal Contacts

Contact (Title)	Purpose of Communication
Director – Supreme Court Operations & Management Support Court Operations Manager	• Provide advice and contribute to decision making. • Identify emerging issues/risks and their implications, and propose solutions. • Receive guidance and provide regular updates on key Court Operations and Management Support issues and priorities for Judiciaries.
Senior Executives/Management in Divisions/Judges/Registrars	• Develop and maintain effective working relationships relating to Court Operations and Management Support • Collaborate, exchange information, provide strategic advice, support and feedback

Contact (Title)	Purpose of Communication
Direct Reports	• Coach and mentors • Develop and maintain effective working relationships relating to Office Services • Collaborate, exchange information, provide strategic advice, support and feedback
General Staff	• Develop and maintain effective relationships • Provide expert advice and exchange information

External Contacts

Contact (Title)	Purpose of Communication
Legal Partners & MDAs, such as the Law firms, Police, DCS, DPP, etc.	• Develop and maintain effective relationships. • Provides expert advice on Records Access matters, and exchange information. • Liaise on key Court Operations and Management Support issues
Professional Affiliations	• Provides expert advice and exchange information' • Identify innovation and new opportunities for the Association.
General Public	• Collaborate on matters, exchange information, provide advice and seek feedback

8. REQUIRED COMPETENCIES

Core

- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem-solving skills
- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical

- Good Knowledge of Court Administration principles and practices, including court support and case progression interventions.
- Good knowledge of legal terminology, court procedures, and technology used in legal settings.
- Good knowledge of the calendaring procedures in the court of assignment and of modern techniques of case management.
- Good knowledge of Judiciary's organizational structure and culture.
- Good verbal and written communication skills, with the ability to deliver presentations with tact, clarity, enthusiasm and accuracy to widely varied audiences.
- A high level of initiative and self-motivation.
- Demonstrated interpersonal and negotiation skills.
- Aptitude for developing and maintaining collaborative relations with team members both within and outside the Judiciary.
- Knowledge of computerized systems and software, with an emphasis on the MS Office suite and projects.

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's degree in Criminal Justice, Legal Studies, Paralegal Studies, Humanities/Arts, Social Science or a related field **OR** HEART NSTA NVQJ Level 5 in a related field.
- Three (3) years' experience in a court, legal or customer service environment.

10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions.

Appendix 4 Court Support Officer



**CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
COURT ADMINISTRATION DIVISION**

JOB TITLE:	Court Support Officer
JOB GRADE:	GMG/AM 4/Band 6
DEPARTMENT/DIVISION:	Supreme Court
BRANCH	Civil/Probate & Matrimonial/Criminal & Gun/Commerical & Rev Divisions
REPORTS TO:	Court Coordinator
ACCOUNTABLE TO:	Court Coordinator
MANAGES:	N/A

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This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date Received in Human Resource Division

Date Created/Revised

1. **STRATEGIC OBJECTIVES OF THE DIVISION**

TBD

2. **JOB PURPOSE**

Under the supervision of the Court Coordinator, the Court Support Officer is responsible for performing a variety of paralegal and administrative duties for an assigned court pertaining to the management of schedules, maintenance of records and ensuring compliance with court procedures and systems. The Officer engages with judges, attorneys, law enforcement partners, and the public, providing necessary information and guidance regarding court processes in facilitation of justice.

3. **KEY OUTPUTS**

- Case management for assigned matters supported
- Smooth functioning of court sessions facilitated
- Accurate records/information of court proceedings and filings updated and maintained
- Minutes, transcripts, or summaries of hearings and court sessions prepared and distributed

- A variety of legal documents resulting from the proceedings of the court processed and prepared
- Case files reviewed
- Order and decorum in the courtroom maintained and issues escalated
- Routine video conferencing technologies for remote hearings utilized
- Productivity/Software tools (case/docket management systems) utilized
- Compliance with court orders monitored
- Stakeholder relationships maintained
- Annual/Quarterly/Monthly performance Reports prepared
- Individual work plans developed

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Assists in the case management for assigned matters from the filing stage through to resolution, ensuring that all necessary documentation is prepared, filed correctly and disseminated where applicable.
- Coordinates and schedules court hearings, trials, and other proceedings for assigned matters using productivity tools/software such as a case/docket management system or any other ICT solution, ensuring that all internal and external parties are notified in advance.
- Facilitates the smooth functioning of court sessions by organizing materials/bundles, managing exhibits, ensuring all necessary parties are present, calling witnesses, and assisting judges as needed to ensure efficiency and effectiveness.
- Updates and maintains accurate records/information of court proceedings and filings, ensuring that all data is entered into the applicable case/docket management system or any other ICT solution.
- Prepares and distributes minutes, transcripts, or summaries of hearings and court sessions in accordance with established legal standards, procedures and timeframes.
- Processes and prepares a variety of legal documents resulting from the proceedings of the court, such as subpoenas, summonses, court orders, inter alia. ensuring accuracy and compliance with established legal standards procedures and timeframes.
- Reviews case files for completeness and accuracy, and monitors case progress and coordinates with case scheduling and progression officers, judges, attorneys, and other parties involved.
- Maintains order and decorum in the courtroom and address any issues that arise by alerting the relevant parties and key stakeholders based on documented procedures and Service Level Agreements (SLAs).
- Utilizes routine video conferencing technologies for remote hearings where applicable, by coordinating virtual proceedings and ensuring that technology runs smoothly.

- Escalates non-routine video conferencing issues to the Court Audio-Visual Technician in accordance with SLAs.
- Serves as a point of contact for litigants, witnesses, and attorneys, by providing information and assistance regarding court processes and systems.
- Conducts routine legal research to support case preparation and provide background information on legal issues.
- Monitors compliance with court orders and procedures, and assists in implementing administrative mechanisms that ensures enforcement of court rulings.
- Uses data analytics tools to assess patterns in case management, such as identifying bottlenecks or trends in case resolutions to improve processes and allocate resources more effectively.
- Participates in the management of office supplies and equipment related to assigned court operations, and trigger requisitioning business processes for replenishment and servicing/repairs in accordance with agreed SLAs
- Escalates complex matters to the Court Coordinator and/or Registry Manager for assigned division.
- Keeps informed of developments in the court operations management/court administration issues, relevant laws, rules, and regulations affecting court proceedings to help the Judiciary operate with initiative and innovation.

Management/Administrative Responsibilities

- Develops Individual Work Plans based on alignment to the overall plan for the Section.
- Participates in meetings, seminars, workshops and conferences as required.
- Prepares reports and programme documents as required.
- Prepares and delivers Court Support/Administrative presentations related to as needed.
- Maintains customer service principles, standards and measurements.
- Identifies and incorporates the interests and needs of customers in business process design.

Human Resources Responsibilities

- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals.
- Assists with the preparation and conducts presentations on role of Division/Unit for the Orientation and Onboarding programme.

Other Responsibilities

- Performs all other duties and functions as may be required from time to time.

5. PERFORMANCE STANDARDS

- Case management for assigned matters supported in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Smooth functioning of court sessions facilitated in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Accurate records/information of court proceedings and filings updated and maintained in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Minutes, transcripts, or summaries of hearings and court sessions prepared and distributed in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- A variety of legal documents resulting from the proceedings of the court processed and prepared in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Case files reviewed in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Order and decorum in the courtroom maintained and issues escalated in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Routine video conferencing technologies for remote hearings utilized in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Productivity/Software tools (case/docket management systems) utilized in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Compliance with court orders monitored in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Stakeholder relationships maintained in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Annual/Quarterly/Monthly performance reports are prepared in accordance with agreed formats, are accurate and submitted on time.
- Individual work plans developed in alignment with strategic corporate/operational plans and budgets.
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

6. AUTHORITY

- Recommends operational policies and procedures relating to Court Operations.

7. INTERNAL AND EXTERNAL CONTACTS (specify purpose of significant contacts)

Internal Contacts

Contact (Title)	Purpose of Communication
Court Operations Manager Court Coordinator	• Provide advice and contribute to decision making. • Identify emerging issues/risks and their implications, and propose solutions. • Receive guidance and provide regular updates on key Court Operations and Management Support issues and priorities for Judiciaries.
Senior Executives/Management in Divisions/Judges/Registrars	• Develop and maintain effective working relationships relating to Court Operations and Management Support • Collaborate, exchange information, provide strategic advice, support and feedback
General Staff	• Develop and maintain effective relationships • Provide expert advice and exchange information

External Contacts

Contact (Title)	Purpose of Communication
Legal Partners & MDAs, such as the Law firms, Police, DCS, DPP, etc.	• Develop and maintain effective relationships. • Provides expert advice on Records Access matters, and exchange information. • Liaise on key Court Operations and Management Support issues
Professional Affiliations	• Provides expert advice and exchange information' • Identify innovation and new opportunities for the Association.
General Public	• Collaborate on matters, exchange information, provide advice and seek feedback

8. REQUIRED COMPETENCIES

Core

- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem-solving skills
- Strong leadership skills
- Strong customer relations skills

- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical

- Knowledge of Court Administration principles and practices, including court support and case progression interventions.
- Familiarity with legal terminology, court procedures, and technology used in legal settings.
- Knowledge of the calendaring procedures in the court of assignment and of modern techniques of case management.
- Knowledge of Judiciary's organizational structure and culture.
- Good verbal and written communication skills, with the ability to deliver presentation with tact, clarity, enthusiasm and accuracy to widely varied audiences.
- A high level of initiative and self-motivation.
- Demonstrated interpersonal and negotiation skills.
- Aptitude for developing and maintaining collaborative relations with team members both within and outside the Judiciary.
- Knowledge of computerized systems and software, with an emphasis on the MS Office suite and projects.

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Associate's degree in Criminal Justice, Legal Studies, Paralegal Studies, Humanities/Arts, Social Science or a related field **OR** HEART NSTA NVQJ Level 3 in a related field.
- One (1) year experience in a court, legal or customer service environment.

10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions.

Appendix 5 Court Audio-Visual Technician



**CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
COURT ADMINISTRATION DIVISION**

JOB TITLE:	Court Audio – Visual Technician
JOB GRADE:	GMG/AM 4/Band 6
DEPARTMENT/DIVISION:	Supreme Court/Parish Courts
BRANCH	

	Civil/Probate & Matrimonial/Criminal & Gun/Commerical & Rev Divisions/Parish Courts
REPORTS TO:	Court Coordinator
ACCOUNTABLE TO:	Court Coordinator
MANAGES:	N/A

This document is validated as an accurate and true description of the job as signified below:

 Employee

Date

 Manager/Supervisor

Date

 Head of Department/Division

Date

 Date Received in Human Resource Division

Date Created/Revised

1. **STRATEGIC OBJECTIVES OF THE DIVISION**

TBD

2. **JOB PURPOSE**

Under the management of Court Operations Manager/Court Coordinator, the Court Audio-Visual Technician installs, operates and maintains audio visual, CCTV, digital content management systems and media equipment in the Judiciary's user facing areas, court spaces and meeting rooms to ensure the efficient and effective operation of both Judiciary's corporate and public facing spaces.

3. **KEY OUTPUTS**

- Quality Audio Visual (AV) experiences, Closed Circuit Television, Video Conferencing and streaming equipment delivered, installed, maintained, documented and supported
- AV/Streaming platforms and CCTV equipment maintained is in good working order
- Incidents and respond to equipment breakdowns managed
- Complex AV/Streaming issues escalated
- Stakeholder relationships maintained
- Annual/Quarterly/Monthly performance Reports prepared
- Individual work plans developed

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Delivers, installs, maintains, documents and supports quality Audio Visual (AV) experiences, Closed Circuit Television, Video Conferencing and streaming equipment and services across the court, specified groups or the public.
- Assists in the design and installation and maintenance of a range of audio-visual equipment including digital signage, audio visual presentation systems (microphones, projectors, monitors, etc.) virtual streaming systems (MS Teams, Zoom, etc.) video conferencing equipment.
- Ensures all public facing AV equipment is in good working order at all times to maximise court user satisfaction.
- Ensures AV and CCTV equipment is checked regularly and pre-checked before court hearings, executive meetings and events.
- Troubleshoots and resolves AV and streaming problems in keeping with SLAs.
- Actively manage incidents and respond to equipment breakdowns in an efficient manner to maintain of a high standard of internal and external customer service.
- Evaluates equipment needs and notifies the Technical & User Support Branch of need to repair or replace as well as contacting relevant service providers to complete repairs.
- Coordinates and manages external support contracts for AV equipment, where applicable.
- Setups and supports temporary AV equipment to be used as part of complex or extra ordinary court hearings or events.
- Provides advice, support and training to staff for the use of AV equipment.
- Responds quickly to additional demands and changes during the administration of AV services, programmes and events in the courts.
- Utilizes proper safety practices and procedures in line with A/V equipment, and ensures all people understand safety.
- Maintains a variety of files and records of equipment and manuals in conjunction with the ICT Branch.
- Ensures that sufficient spares are stocked to maintain or replace equipment for which responsibility is held, including consumables.
- Makes decisions within standard operating procedures/Service Level Agreements and Judiciary's ICT and Communication policies and procedures.

- Escalates to the Technical & User Support Section of the ICT Branch to address issues and decisions outside of the scope of the job or in accordance with the SOPs/SLAs.
- Keeps informed of developments in the court operations management/AV/streaming issues, relevant laws, rules, and regulations affecting court proceedings to help the Judiciary operate with initiative and innovation.

Management/Administrative Responsibilities

- Develops Individual Work Plans based on alignment to the overall plan for the Section.
- Participates in meetings, seminars, workshops and conferences as required.
- Prepares reports and programme documents as required.
- Prepares and delivers Court Support/Administrative/AV/Streaming presentations related to as needed.
- Maintains customer service principles, standards and measurements.
- Identifies and incorporates the interests and needs of customers in business process design.

Human Resources Responsibilities

- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals.
- Assists with the preparation and conducts presentations on role of Division/Unit for the Orientation and Onboarding programme.

Other Responsibilities

- Performs all other duties and functions as may be required from time to time.

5. PERFORMANCE STANDARDS

- Quality Audio Visual (AV) experiences, Closed Circuit Television, Video Conferencing and streaming equipment delivered, installed, maintained, documented and supported in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- AV/Streaming platforms and CCTV equipment maintained are in good working order in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Incidents and respond to equipment breakdowns managed in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Complex AV/Streaming issues escalated

- Stakeholder relationships maintained in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Annual/Quarterly/Monthly performance reports are prepared in accordance with agreed formats, are accurate and submitted on time.
- Individual work plans developed in alignment with strategic corporate/operational plans and budgets.
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

6. **AUTHORITY**

- Recommends operational policies and procedures relating to AV and Streaming Platforms/Court Operations.

7. **INTERNAL AND EXTERNAL CONTACTS** (specify purpose of significant contacts)

Internal Contacts

Contact (Title)	Purpose of Communication
Court Operations Manager Court Coordinator	• Provide advice and contribute to decision making. • Identify emerging issues/risks and their implications, and propose solutions. • Receive guidance and provide regular updates on key Court Audio-Visual Services Support issues and priorities for Judiciaries.
Senior Executives/Management in Divisions/Judges/Registrars	• Develop and maintain effective working relationships relating to Court Audio-Visual Services Support • Collaborate, exchange information, provide strategic advice, support and feedback
Technical & User Support Section	• Escalates complex AV and Streaming issues in accordance with SLAs.
General Staff	• Develop and maintain effective relationships • Provide expert advice and exchange information

External Contacts

Contact (Title)	Purpose of Communication
Legal Partners & MDAs, such as the Law firms, Police, DCS, DPP, etc.	• Develop and maintain effective relationships. • Provides expert advice on Records Access matters, and exchange information.

Contact (Title)	Purpose of Communication
	• Liaise on key Court Audio-Visual Services Support issues.
Professional Affiliations	• Provides expert advice and exchange information' • Identify innovation and new opportunities for the Association.
General Public	• Collaborate on matters, exchange information, provide advice and seek feedback

8. REQUIRED COMPETENCIES

Core

- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem-solving skills
- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical

- A broad and developed knowledge and understanding of audio-visual, CCTV systems and equipment and virtual/digital streaming platforms, for example the ability to setup and configure audio visual systems, computer IP/ Wi-Fi networks for use with AV systems to the highest standard, etc.
- Demonstrated experience in the operation and support of audio-visual systems
- Good working knowledge of all market leading digital projectors, Multi-Display and LED Wall Technology.
- Ability to interpret and create relevant event documents and implement technical AV production requirements.
- Strong problem solving, communication and reporting skills.
- Knowledge of Judiciary's organizational structure and culture.
- Good verbal and written communication skills, with the ability to deliver presentations with tact, clarity, enthusiasm and accuracy to widely varied audiences.
- A high level of initiative and self-motivation.
- Demonstrated interpersonal and negotiation skills.

- Aptitude for developing and maintaining collaborative relations with team members both within and outside the Judiciary.
- Knowledge of computerized systems and software, with an emphasis on the MS Office suite and projects.

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Associate's degree in Audio Engineering or Videography or Audio-Visual Services or ICT or a related field.
OR
- HEART NSTA NVQJ Level 3 in Audio Engineering or Videography or Audio-Visual Services or a related field.
AND
- One (1) year experience in an Audio-Visual Services/Digital Streaming environment.
OR
- Certification from the Media Technology Institute in Audio Engineering or Videography or Audio-Visual Services or related body.
- One (1) year experience in an Audio-Visual Services/Digital Streaming environment.

10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions. This role may be required to work out of hours and weekend work to support events.

Senior Case Scheduling & Progression Officer



CIVIL SERVICE OF JAMAICA JOB DESCRIPTION AND SPECIFICATION COURT ADMINISTRATION DIVISION

JOB TITLE:	Senior Case Scheduling & Progression Officer
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JOB GRADE:	JLG/LO 1/Band 8
DEPARTMENT/DIVISION:	Supreme Court
BRANCH	Civil/Probate & Matrimonial/Criminal & Gun/Commerical & Rev Divisions
REPORTS TO:	Registry Manager
ACCOUNTABLE TO:	Registry Manager
MANAGES:	Case Scheduling & Progression Officer (x3)

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date Received in Human Resource Division

Date Created/Revised

1. STRATEGIC OBJECTIVES OF THE DIVISION

TBD

2. JOB PURPOSE

Under the management of the Court Operations Manager, the Senior Case Scheduling & Progression Officer is responsible for leading a team in the performance of paralegal duties for assigned courts as it pertains to the coordination and management of complex

courts schedules for diverse stakeholders (including high court judges, attorneys, clients, etc.) in a high-pressure environment. management of schedules, maintenance of records and ensuring compliance with court procedures and systems. The Officer also leads the engagement with judges, attorneys, law enforcement partners, and the public, through clear communication, strategic planning, and adaptive management tactics to progress cases in facilitation of justice.

3. KEY OUTPUTS

- Daily operations of the team supervised
- The overall scheduling of cases (court lists), appointments, and hearings for the assigned division of the Supreme Court managed and coordinated
- The maintenance an organized calendar for case-related events managed
- A single point of contact for court users/clients and team members managed
- Accurate records of case schedules, court user/client details, and relevant case information managed
- The prioritization schedules assessed
- The generation of reports on case schedules/court list managed,
- Scheduling conflicts addressed
- Internal and external collaboration and working relationships managed
- Court scheduling compliance managed
- The use of data analytics tools to assess patterns in case management supervised
- Continuous staff training/development, coaching, guidance and oversight planned and delivered
- Stakeholder relationships maintained
- Annual/Quarterly/Monthly performance Reports prepared
- Advice and interpretation provided
- Individual Work plan developed
- Staff appraisals and coaching conducted

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Supervises the daily operations of the Court Support team in assigned courts of Supreme Court, including effective resource planning, allocation, implementing strategies and programmes.
- Manages and coordinates strategically, the overall scheduling of cases, appointments, and hearings for the assigned division of the Supreme Court through the full utilization of applicable systems such as a case/docket management platform.
- Manages the maintenance an organized calendar for case-related events and ensure that all parties are informed of any changes or updates to schedules.
- Manages a single point of contact for court users/clients and team members regarding case schedules ensuring effective communication for resolving scheduling conflicts and ensuring everyone is on the same page.

- Manages the Keeping accurate records of case schedules, court user/client details, and relevant case information by involving utilization of applicable case management software or databases.
- Assesses the urgency and importance of various cases in close collaboration with related registrar and judges to prioritize scheduling effectively by understanding deadlines and the needs of the court users/clients involved.
- Manages the generation of reports on case schedules, including upcoming appointments, cancellations, and rescheduling needs with the view of helping management track efficiency and case progress.
- Addresses any scheduling conflicts or issues that arise, finding solutions to ensure that cases proceed smoothly.
- Manages the collaboration and working relationships with a diverse group of internal stakeholders (Court Coordinators, Court Support Officer, etc) and external Legal Teams attorneys and other professionals by understanding their needs and incorporate them into scheduling decisions.
- Designs, implements and manages mechanisms that ensure all scheduled activities comply with relevant regulations, policies, and standards within the Judiciary.
- Seeks opportunities to improve scheduling processes and technologies, making recommendations for enhancements to increase efficiency and effectiveness.
- Plans and delivers continuous staff training/development, coaching, guidance and oversight on court administrative procedures and protocols.
- Escalates complex matters to the Registry Manager for assigned division.
- Keeps informed of developments in the court operations management/court administration issues, relevant laws, rules, and regulations affecting court proceedings to help the Judiciary operate with initiative and innovation.

Management/Administrative Responsibilities

- Develops Individual Work Plans based on alignment to the overall plan for the Section.
- Participates in meetings, seminars, workshops and conferences as required.
- Prepares reports and programme documents as required.
- Prepares and delivers Court Support/Administrative presentations related to as needed.
- Maintains customer service principles, standards and measurements.
- Identifies and incorporates the interests and needs of customers in business process design.

Human Resources Responsibilities

- Provides guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline.
- Evaluates and monitors the performance of assigned staff and implements appropriate strategies.

- Coordinates the development of individual work plans and recommends performance targets for the staff assigned.
- Participates in the recruitment and training of staff of the Court.
- Recommends training, promotion and approves leave in accordance with established Human Resource Policies and Procedures.
- Identifies skills/competencies gaps and contributes to the development and succession planning for the division to ensure adequate staff capacity.
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff annual performance appraisals and other periodic reviews.
- Ensures the well - being of staff supervised.
- Effect disciplinary measures in keeping with established guidelines/practices.

Other Responsibilities

- Performs all other duties and functions as may be required from time to time.

5. PERFORMANCE STANDARDS

- Daily operations of the team supervised in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- The overall scheduling of cases (court lists), appointments, and hearings for the assigned division of the Supreme Court managed and coordinated in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- The maintenance an organized calendar for case-related events managed in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- A single point of contact for court users/clients and team members managed in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Accurate records of case schedules, court user/client details, and relevant case information managed in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- The prioritization schedules assessed in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- The generation of reports on case schedules/court list managed, in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Scheduling conflicts addressed in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Internal and external collaboration and working relationships managed in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Court scheduling compliance managed in accordance with established business processes, service level agreements, guidelines and agreed timeframes.

- The use of data analytics tools to assess patterns in case management supervised in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Continuous staff training/development, coaching, guidance and oversight planned and delivered in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Stakeholder relationships maintained in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Annual/Quarterly/Monthly performance reports are prepared in accordance with agreed formats, are accurate and submitted on time.
- Individual work plans developed in alignment with strategic corporate/operational plans and budgets.
- Staff managed according to GOJ HR, and other established practices and performance appraisals and reviews/coaching done and submitted in accordance with agreed timeframe and standards.
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

6. **AUTHORITY**

- Recommends operational policies and procedures relating to Case Scheduling/Case Progression/Court Operations.
- Recommends staff appointments, promotion, recruitment, disciplinary action, leave and general welfare issues.
- Recommends relevant training and development programmes for direct reports to enhance knowledge and performance.

7. **INTERNAL AND EXTERNAL CONTACTS** (specify purpose of significant contacts)

Internal Contacts

Contact (Title)	Purpose of Communication
Director – Supreme Court Operations & Management Support Court Operations Manager	• Provide advice and contribute to decision making. • Identify emerging issues/risks and their implications, and propose solutions. • Receive guidance and provide regular updates on key Case Scheduling/Case Progression issues and priorities for Judiciaries.
Senior Executives/Management in Divisions/Judges/Registrars	• Develop and maintain effective working relationships relating to Case Scheduling/Case Progression • Collaborate, exchange information, provide strategic advice, support and feedback

Contact (Title)	Purpose of Communication
Direct Reports	• Coach and mentors • Develop and maintain effective working relationships relating to Office Services • Collaborate, exchange information, provide strategic advice, support and feedback
General Staff	• Develop and maintain effective relationships • Provide expert advice and exchange information

External Contacts

Contact (Title)	Purpose of Communication
Legal Partners & MDAs, such as the Law firms, Police, DCS, DPP, etc.	• Develop and maintain effective relationships. • Provides expert advice on Records Access matters, and exchange information. • Liaise on key Case Scheduling/Case Progression issues
Professional Affiliations	• Provides expert advice and exchange information' • Identify innovation and new opportunities for the Association.
General Public	• Collaborate on matters, exchange information, provide advice and seek feedback

8. REQUIRED COMPETENCIES

Core

- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem-solving skills
- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical

- Good knowledge of court logistics, case scheduling and case progression principles and practices.
- Good knowledge of Court/Judicial procedures.
- Good knowledge of case flow management.
- Good Knowledge of Court Administration principles and practices, including court support and case progression interventions.
- Good knowledge of legal terminology, court procedures, and technology used in legal settings.
- Good knowledge of the calendaring procedures in the court of assignment and of modern techniques of case management.
- Good knowledge of Judiciary's organizational structure and culture.
- Good verbal and written communication skills, with the ability to deliver presentations with tact, clarity, enthusiasm and accuracy to widely varied audiences.
- A high level of initiative and self-motivation.
- Demonstrated interpersonal and negotiation skills.
- Aptitude for developing and maintaining collaborative relations with team members both within and outside the Judiciary.
- Knowledge of computerized systems and software, with an emphasis on the MS Office suite and projects.

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's degree in Logistics Management, Criminal Justice, Legal Studies, Paralegal Studies, Humanities/Arts, Social Science or a related field **OR** HEART NSTA NVQJ Level 5 in a related field.
- Training in Case Flow Management or Paralegal Studies (an asset).
- Four (4) years' experience in a court, legal, case scheduling/case progression or customer service environment.

10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions.

Appendix 6 Case Scheduling & Progression Officer



**CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
COURT ADMINISTRATION DIVISION**

JOB TITLE:	Case Scheduling & Progression Officer

JOB GRADE:	GMG/SEG 1/Band 7
DEPARTMENT/DIVISION:	Supreme Court
BRANCH	N/A
REPORTS TO:	Senior Case Scheduling & Progression Officer
ACCOUNTABLE TO:	Senior Case Scheduling & Progression Officer
MANAGES:	N/A

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date Received in Human Resource Division

Date Created/Revised

1. STRATEGIC OBJECTIVES OF THE DIVISION

TBD

2. JOB PURPOSE

Under the general supervision of the Senior Case Scheduling & Progression Officer, the Case Scheduling & Progression Officer proactively manages the list of matters before the Court in an effective and efficient manner, ensuring that cases are disposed timely. To interact with all stakeholders in an effort to reduce adjournments, unnecessary witness

attendance at court, the number of ineffective trials, ensuring all cases are ready to proceed before they are listed, in order to improve hearing date certainty.

3. KEY OUTPUTS

- Cases, appointments, and hearings scheduled
- Organized calendar for case-related events maintained
- Primary point of contact for court users/clients and team members served
- Accurate records of case schedules, client details, and relevant case information kept
- Reports on case schedules, including upcoming appointments, cancellations, rescheduling and progression generated
- Scheduling issues escalated
- Working relationship established maintained
- Witness confirmed
- Case monitored
- Compliance monitored
- Annual/Quarterly/Monthly performance Reports prepared
- Advice and interpretation provided
- Individual Work plan developed

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Schedules of cases, appointments, and hearings by working closely with internal stakeholder (judges, masters registrars, court coordinators, court support officer, etc.) and external attorneys, court users/clients, and other stakeholders to determine suitable times.
- Maintains an organized calendar for case-related events and ensures that all parties are informed of any changes or updates to schedules.
- Serve as a primary point of contact for court users/clients and team members regarding case schedules by effectively communicating for resolving scheduling conflicts and ensuring everyone is on the same page.
- Keeps accurate records of case schedules, client details, and relevant case information by utilizing case management software or databases.
- Assesses the urgency and importance of various cases to prioritize scheduling effectively in accordance with SLAs.
- Generate reports on case schedules, including upcoming appointments, cancellations, and rescheduling needs to track efficiency and case progress.
- Contributes to addressing any scheduling conflicts or issues that arise, finding solutions to ensure that cases proceed smoothly.
- Ensures that all scheduled activities comply with relevant regulations, policies, and standards within the Judiciary.

- Seeks opportunities to improve scheduling processes and technologies, making recommendations for enhancements to increase efficiency and effectiveness.
- Liaises with key stakeholders in Justice System to ensure readiness of all stakeholders for the case to progress to trial.
- Establishes a working relationship with relevant stakeholders to ensure the timely resolution of witness problems and that the witness is confirmed to attend Court.
- Liaises with Counsel, Witness, Police, Defense Counsel and Court Staff attending case conferences.
- Manages incoming communications and facilitates timely responses and actions required are completed expeditiously.
- Presents unresolved matters at the Plea and Case Management Hearing for resolution.
- Provides updates to the Court on any matters which may affect the Case Progression.
- Informs parties of Judicial Orders and Directions made at the Plea and Case Management Hearings.
- Monitors compliance with Judicial Orders and Directions.
- Tracks cases to ensure papers are prepared and served within the agreed timeframe.
- Implements, reviews and maintains systems to enable prioritization of cases ensuring proactive and effective case progression.
- Ensures all trial files are reviewed in advance of the trial date to ensure trial readiness checks are completed and communicated to the courts.
- Ensures all special category cases are flagged, captured and tracked for progress.
- Reviews case progression processes and recommend amendments as may be necessary

Management/Administrative Responsibilities

- Develops Individual Work Plans based on alignment to the overall plan for the section.
- Participates in meetings, seminars, workshops and conferences as required.
- Prepares reports and programme documents as required.
- Maintains customer service principles, standards and measurements.

Human Resources Responsibilities

- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals.
- Assists with the preparation and conducts presentations on role of Division/Unit for the Orientation and Onboarding programme.

Other Responsibilities

- Performs all other duties and functions as may be required from time to time.

5. PERFORMANCE STANDARDS

- Cases, appointments, and hearings scheduled in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Organized calendar for case-related events maintained in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Primary point of contact for court users/clients and team members served in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Accurate records of case schedules, client details, and relevant case information kept in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Reports on case schedules, including upcoming appointments, cancellations, rescheduling and progression generated in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Scheduling issues escalated in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Working relationship established maintained are harmonious and timely
- Witness confirmed in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Case monitored in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Compliance monitored in accordance with established business processes, service level agreements, guidelines and agreed timeframes.
- Annual/Quarterly/Monthly performance reports are prepared in accordance with agreed formats, are accurate and submitted on time.
- Individual work plans developed in alignment with strategic corporate/operational plans and budgets.
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

6. AUTHORITY

- Recommends operational policies and procedures relating to Case Scheduling/Case Progression/Court Operations.

7. INTERNAL AND EXTERNAL CONTACTS (specify purpose of significant contacts)

Internal Contacts

Contact (Title)	Purpose of Communication
Registry Manager Senior Case Scheduling & Progression Officer	• Provide advice and contribute to decision making; • Identify emerging issues/risks and their implications, and propose solutions; • Receive guidance and provide regular updates.
Senior Executives/Management in the Courts	• Develop and maintain effective working relationships
General Staff	• Develop and maintain effective relationships

External Contacts

Contact (Title)	Purpose of Communication
Defence Other Legal partners	• To receive or provide information and to ensure that adherence to Judicial Orders and Directions
Police	
Crown Counsel	
Ministry of Health	
Forensic Laboratory	
Correctional Service	
Witnesses	
Children Homes	
Child Protection and Family Services Agency	• Exchange information.
Police, DPP's Office, and providers of services	
General Public	• Exchange information.

8. REQUIRED COMPETENCIES

Core

- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem-solving skills

- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical

- Knowledge of court logistics, case scheduling and case progression principles and practices.
- Knowledge of Court/Judicial procedures.
- Knowledge of case flow management.
- Knowledge of Court Administration principles and practices, including court support and case progression interventions.
- Knowledge of legal terminology, court procedures, and technology used in legal settings.
- Knowledge of the calendaring procedures in the court of assignment and of modern techniques of case management.
- Knowledge of Judiciary's organizational structure and culture.
- Good verbal and written communication skills, with the ability to deliver presentations with tact, clarity, enthusiasm and accuracy to widely varied audiences.
- A high level of initiative and self-motivation.
- Demonstrated interpersonal and negotiation skills.
- Aptitude for developing and maintaining collaborative relations with team members both within and outside the Judiciary.
- Knowledge of computerized systems and software, with an emphasis on the MS Office suite and projects.

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's degree in Logistics Management, Criminal Justice, Legal Studies, Paralegal Studies, Humanities/Arts, Social Science or a related field OR HEART NSTA NVQJ Level 5 in a related field.
- Training in Case Flow Management or Paralegal Studies (an asset)
- Three (3) years' experience in a court, legal, case scheduling/case progression or customer service environment.

10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions

with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions. Will be required to travel locally to outstations to coordinate case flow management issues.

