CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
COURT ADMINISTRATION DIVISION

JOB TITLE:	Court Records Officer
JOB GRADE:	**PIDG/RIM 2/Band 4**
DEPARTMENT/DIVISION:	Supreme Court, Civil Division
BRANCH	
REPORTS TO:	Manager, Court Records & Information
ACCOUNTABLE TO:	Manager, Court Records & Information
MANAGES:	N/A

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

Employee	**Signature**	**Date**
Manager/Supervisor	**Signature**	**Date**
Head of Department/Division	**Signature**	**Date**

Date received in Human Resource Branch **Date created/revised**

1. JOB PURPOSE

Under the supervision of the Manager, Court Records and Information in an assigned division of Supreme Court, the Court Records Officer is responsible for providing records and information management support/services for the efficient operations of the Judiciary.

2. KEY OUTPUTS

- Official court files created
- Court files updated and docketed
- Registry files maintained
- Files scanned and described
- Mail tracking system maintained
- File activity records updated
- Correspondence processed
- Court file tracking system maintained
- Court file reports prepared
- Photocopying duties performed
- Individual Work Plan prepared

3. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Creates official court files to support the work of the corporate operations of the Judiciary in accordance with established guidelines.
- Processes court files and document requisitions from the various corporate operational divisions in the Judiciary.
- Monitors that all court files are complete and include relevant enclosures.
- Updates and docket court files.
- Retrieves and replaces court files in line with established procedures.
- Processes incoming and outgoing correspondences.
- Scans and describes all active and inactive official files in accordance with the Judiciary's digitization agenda and the GOJ RIM Policy.
- Maintains up-to-date records of court file activities.
- Monitors and manages files on loan to various divisions within the Judiciary.
- Maintains an effective file-tracking system.
- Photocopies documents.
- Assists with the clearing of closed and inactive files.
- Participates in periodic reviews of mail operations with a view to developing the systems and procedures for processing mails.
- Processes and dispatches incoming and outgoing correspondence.
- Contributes to a reliable system for collecting and dispatching mail.
- Maintains a recording system for all incoming and outgoing correspondence.
- Maintains an electronic database to facilitate tracking of dispatched correspondence requiring follow-up and ensures the appropriate action.
- Maintains current postage of official correspondence.
- Keeps abreast of changes in the postal service.

- Prepares monthly reports on file and mail activities.
- Observes all Health and Safety Risk Assessments, regulatory and security measures.
- Keeps current with the latest tools/techniques in Records & Information Management (RIM) to determine what new solutions and implementations will meet Judiciary's business/operational requirements.

Management/Administrative Responsibilities

- Participates in meetings, seminars, workshops and conferences as required.
- Prepares reports 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.

4. PERFORMANCE STANDARDS

- All RIM activities are executed in accordance with established procedure, Judiciary guidelines and regulations.
- Files are complete and include all necessary enclosures and done in the agreed timeframes.
- Files and shelves are physically arranged in accordance with procedure and facilitate easy access.
- An up-to-date record of file movements is maintained in keeping with agreed standards and timeframes.
- File loans are efficiently monitored and managed according to lending procedures.
- File requisitions are efficiently processed.
- Files scanned and described in accordance with agreed standards and timeframes.
- Mail management objectives accord with the overall policies and goals of the GOJ RIM Policy.
- Mail servicing is efficient and reliable and conducted in compliance with procedural guidelines and established regulations.
- Electronic and manual mail record systems are maintained and updated according to agreed schedule/standards.
- File reports are prepared and submitted within required timeframes and formats.
- Number of errors for photocopying duties.
- File purging and disposals comply with established regulations.
- Individual Work Plan are aligned to the strategic planning mechanisms of the Judiciary and are timely.
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

5. AUTHORITY

- N/A.

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

Internal Contacts

Contact (Title)	Purpose of Communication
Manager, Court Records & Information Court Records & Information Management Supervisor	• Receive guidance and provide regular updates on key Records & Document Management issues and priorities.
General Staff	• Develop and maintain effective relationships • Provide expert advice and exchange information

External Contacts

Contact (Title)	Purpose of Communication
Jamaica Archives & Records Dept. (JARD)	Receive expert advice on Records & Information Management (RIM); and provide and exchange information
Contractors, suppliers and providers of services	Collaborate on matters, exchange information, provide advice and seek feedback
General Public	Collaborate on matters, exchange information, provide advice and seek feedback

7. 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

- Basic knowledge of Records and Information Management principles and practices.

- Demonstrates sound personal and professional integrity, reflecting high ethical and moral values.
- Knowledge of health and safety procedures and precautions.
- Literacy and Numeracy skills sufficient to check delivery notes, measurements etc.
- Ability to operate in a secure contained information facility environment.
- Awareness of confidential information transmission protocols.
- Knowledge of ICT systems and applications.

8. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- NVQJ Level 2 Records Management/Administrative Management – HEART NSTA or related field;

OR

- Four (4) CXC Subjects including English Language.

AND

One (1) years' experience in a similar environment

9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- The incumbent usually works in a normal office environment and will be required to routinely lift boxes of records up to 12 kg (25 lbs.). When working with paper records, the incumbent will be directly exposed to dust and other contaminants. Exposure to contaminated materials is possible. Personal safety equipment (gloves, masks) may be required. The position requires some physical activity and physical discomfort with respect to the lifting and carrying of file boxes, performing keyboarding activities in front of a computer, resulting in the possibility of muscular pain and fatigue.
- In addition, the incumbent's activities require concentrated attention to detail, requiring extensive computer use, and involve working in tiring positions for extended periods of time. Frequent interruption from staff from multiple divisions within the court is possible.
- The incumbent is the point of contact for individuals' and external agencies' requests for information. At times the incumbent may have to deal with applicants who are upset and/or frustrated about the court process, timelines, or decisions made regarding their information requests.