CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
COURT ADMINISTRATION DIVISION

JOB TITLE:	Court Support Officer
JOB GRADE:	**PLG/LS 5/Band 6**
DEPARTMENT/DIVISION:	Supreme Court, Civil Division
BRANCH	
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. 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.

2. 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

3. 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.

4. 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.

5. AUTHORITY

- Recommends operational policies and procedures relating to Court Operations.

6. 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

Contact (Title)	Purpose of Communication
	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

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

- 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.

8. 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.

9. 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.