CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
COURT ADMINISTRATION DIVISION

JOB TITLE:	Administrative Assistant
JOB GRADE:	GMG/AM 2/Band 4
DEPARTMENT/DIVISION:	Division
BRANCH	N/A
REPORTS TO:	Court Operations Manager
ACCOUNTABLE TO:	Court Operations 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 Court Operations Manager, the Administrative Assistant is responsible for providing general administrative and secretarial support to the Courts. The Administrative Assistant will provide general technical and administrative support, including managing, organizing and coordinating the workflow of the Court; implementing and maintaining administrative/filing systems, procedures and policies, as well as monitoring assigned administrative projects as determined by the Court Operations.

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 Court/Court Operations Manager 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 Court/Court Operations Manager's efficiency;
- Provides support to members of the Team on specific projects as agreed with the Court/Court Operations Manager;

- Prepares and modifies documents including correspondences, reports, drafts, memos and emails; takes and transcribes dictation, and composes and prepares confidential correspondence, technical reports, and other complex documents to aid the general administration and judicial processes;
- Assists with the logistical operations of the Court/Court Operations Manager 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 Court/Court Operations Manager '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 Court/Court Operations Manager; compiles documents for travel related meetings;
- Ensures that the administrative functions of the Court/Court Operations Manager such as the preparation of the Time and Attendance Register for submission to the Court/Court Operations Manager, among other items, are done on a timely basis;
- Schedules and attends Court/Court Operations Manager 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;
- Ability to compose correspondence and reports;
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- 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 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 are 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 of information, and dealing with people;
- Work plans conform to established procedures and implemented accorded 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 Directors office

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

Internal Contacts

Contact (Title)	Purpose of Communication

Court Operations Manager Deputy Clerk of Court	• 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 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.
Contact (Title)	Purpose of Communication
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

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Education
  - Diploma in Administrative Management or Office Administration

    Or
  - Certificate/Diploma in the Administrative Management Level 2 from MIND or a recognised institution

- Experience:
  - With two (2) years experience in the administrative or related environment;

    Or
  - with five (5) years experience at the administrative or related field.

10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

 Work will be conducted in an office outfitted with standard office equipment and specialized software. Will be required to travel to meetings to support the Court Operations Manager, as applicable.