
Overview

This standard is for individuals who manage resources and high profile or exceptional cases in courts and tribunals. These resources will include those allocated to various aspects of managing the court programme and will include individuals from external parties and stakeholders. The high profile or exceptional cases will include setting up meetings and understanding what to expect and communicating this to your colleagues and stakeholders.

The term “high profile or exceptional cases” relates to those cases which are high profile media cases and those of public interest.

This will apply to courts and tribunals of varying sizes and a wide range of resources and business needs.

Performance criteria

- You must be able to:*
1. engage and negotiate with colleagues and stakeholders to establish requirements to succeed against organisational objectives
 2. undertake a comprehensive assessment of the resources required to meet organisational objectives
 3. manage the impact on accommodation and resources for the day to day running of court programmes in line with organisational requirements
 4. carry out a risk assessment and take appropriate action in respect of high profile or exceptional cases
 5. monitor resources and take appropriate action to deal with any significant variances between actual and planned resources in line with organisational requirements
 6. resolve unforeseen issues in a courts and tribunals environment in line with organisational requirements
 7. refer matters outside your responsibility to the relevant individuals in line with organisational requirements
 8. follow guidance for dealing with media queries in line with organisational requirements
 9. monitor progress of high profile or exceptional cases in line with organisational requirements
 10. establish the need for additional security arrangements or resources required for high profile or exceptional cases
 11. allocate resources to high profile or exceptional cases in line with organisational requirements
 12. brief colleagues on high profile or exceptional cases in line with organisational requirements
 13. communicate information on high profile or exceptional cases in line with organisational requirements
 14. maintain accurate and up to date records in line with organisational requirements

Knowledge and understanding

- You need to know and understand:*
1. your role, responsibilities and competence, and who to seek assistance and advice from when necessary
 2. legislation, guidance and organisational procedures relevant to the job role.
 3. the range of judicial resources
 4. availability and standards of accommodation and equipment
 5. complexities of the needs of potential witnesses and how these can be met
 6. availability of stakeholders in high profile or exceptional cases
 7. time constrained cases and ad hoc business requirements
 8. holiday custody court requirements
 9. the data and information to be collected and analysed to inform court programming
 10. how to negotiate the use of resources with colleagues and stakeholders to optimise use for all concerned
 11. risks and impacts associated with the types of resources used and how to manage these
 12. where to access information about previous use of resources for high profile or exceptional cases
 13. who are the suppliers of the resources you need?
 14. how to revise court programmes as a result of a high profile or exceptional case
 15. the importance of monitoring the quality and use of resources for high profile or exceptional cases
 16. organisational procedures for ensuring information remains secure
 17. how to undertake a risk assessment
 18. how to review security arrangements
 19. the range of security measures and arrangements in place
 20. how to liaise with the media in line with organisational requirements
 21. how to prepare staff/colleagues for high profile or exceptional cases
 22. the importance of maintaining confidentiality
 23. roles and responsibilities of court and tribunals users within your responsibility

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Manage resources for high profile or exceptional cases in courts and tribunals



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