
Overview

This standard is for individuals providing specialist and technical advice and guidance to others on work-related technical matters, in accordance with organisational requirements and procedures. You will be expected to provide specialist technical advice and guidance to others who may be involved in a range of activities and to colleagues and stakeholders. You will be required to identify suitable opportunities for offering specialist technical advice and guidance and to keep your methods under review so that you can modify your approach when necessary.

Performance criteria

- You must be able to:*
1. maintain your knowledge and competence in relation to courts and tribunals
 2. be aware of the sources of information and guidance available
 3. analyse and interpret sources of information and guidance
 4. impart knowledge and guidance to others
 5. carry out a risk assessment to identify solutions
 6. use the appropriate resources, policy guidance and legislation to resolve problems as they arise
 7. anticipate issues and take appropriate action to deal with them in line with organisational requirements
 8. provide colleagues and stakeholders with valid and up-to-date information, specialist and technical advice and guidance in line with their needs and organisational requirements
 9. confirm that the information received meets the needs of the individuals
 10. refer individuals to other sources of information and advice where necessary
 11. investigate complaints in line with organisational requirements
 12. respond to complaints in line with organisational requirements
 13. take action to resolve or address complaints in line with organisational requirements
 14. choose the appropriate communication method when providing specialist and technical advice
 15. coach colleagues and provide support to help them maintain their knowledge and competence

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. range of information and how to source information on legislation, policies and guidelines
 4. how to interpret information on legislation, policies and guidelines that can be used when giving specialist/technical advice and guidance
 5. how to identify opportunities for giving specialist/technical advice and guidance
 6. how to plan and prepare for providing specialist/ technical advice and guidance
 7. how to ensure information is up to date, valid and reliable
 8. how to share your knowledge and experience with others
 9. the techniques that can be used for providing or presenting specialist/ technical advice and guidance
 10. the importance of maintaining confidentiality and how to do this
 11. complaints systems and procedures
 12. communication methods and how to adapt them to meet individual needs

SFJPG1

Provide specialist and technical advice and guidance in courts and tribunals



Developed by Skills for Justice

Version Number 2

Date Approved February 2018

Indicative Review Date February 2023

Validity Current

Status Original

Originating Organisation Skills for Justice

Original URN SFJPG1

Relevant Occupations Courts Manager

Suite Courts, Tribunals and Prosecution

Keywords Specialist advice, court environment, techniques of advice and guidance
