

The Family Justice Courts were established in 2014 by Parliament to bring together all family-related work under a specialised body of courts so as to address the needs of families and youths in distress by framing disputes from their perspectives and in a non-adversarial manner.

The mission of the Family Justice Courts is to make justice accessible to families and youth through effective counselling, mediation and adjudication.

A career at the Family Justice Courts will enable you to contribute meaningfully to our vision and mission. Come join us to make a difference:

MANAGER (COURTS & HEARING OPERATIONS)

The successful candidate will provide administrative and operational support in the court rooms and chambers within the Family Justice Courts and will be subject to job rotation across Divisions.

The key responsibilities / duties for this position are:

- Court/Chamber Support
 - Provide frontline service to court users and administrative court-related processing services which include fixing of court dates, drafting of court orders, preparation of court records, engagement of relevant language support services and updating of Judge's calendars;
 - Manage and maintain all incoming and outgoing documents, files and requests received for cases, and tracking outstanding files and forms/materials required by the Judge;
 - Uphold and maintain operational readiness of technology and systems in the court rooms such as the Queue Management system and Digital Audio Recording system e.g. liaising with the external vendor to troubleshoot issues;
 - Monitor and update list of cases to be heard in court/chamber to minimize delay in processing of cases;
 - Frontline handling of court users on on-going case proceedings;
 - Process e-applications filed by court users;
 - Draft replies on case related and service quality related matters including taking necessary service recovery steps to prevent future occurrence of service lapses;
 - Provide statistical analysis on aspects of operations as directed;
 - Regularly improve work processes or surface work improvement ideas and suggestions to management for approval;
 - Ensure continual service improvements in work processes including involvements in related IT projects and computerisation efforts;
 - Provide training and guidance to both internal court staff and external court volunteers;
 - Coordinating and working with multi-disciplinary expertise from strategic partners and external agencies such as MSF and SPF in the holistic management of cases
- Any other duties as assigned.

Requirements:

- Degree or diploma with at least a year of relevant working experience
- Able to work independently
- Able to interact effectively with members of the public and external stakeholders
- Able to interact across all levels within the organisation

Interested applicants can apply through the Singapore Public Service Job Portal at www.careers.gov.sg. Alternatively, please complete and submit the Public Service application form which is available at www.supremecourt.gov.sg together with your relevant certificates by **16 June 2019** to:

Supreme Court
HR Department
Corporate Services Directorate,
1 Supreme Court Lane, Singapore 178879

Only short-listed candidates will be notified. Thank you for your interest in this position and in the Family Justice Courts.