

Standing at the apex of an effective and efficient court system, the Supreme Court's vision is to be a "Leading, Trusted Judiciary. Ready for Tomorrow". Our mission is to provide accessible justice that commands trust, respect and confidence. These are our success outcomes:

- A thought leader in jurisprudence and court excellence;
- Effective access to fair hearing;
- High performing, service-oriented and passionate workforce; and
- Innovative and future-ready organisation

A career at the Supreme Court will enable you to contribute and enhance the administration of justice. You will be part of a committed team of professionals who seek to provide access to justice with fairness, impartiality, integrity and responsiveness.

We welcome you to join our team as:

MANAGER, COURT REPORTING

Court Resources Section comprises of Court Technology and Court Reporting unit. The Court Technology unit oversees the AV/VC services such as video conferencing, audio and visual systems as well as vendor management of projectors, AV equipment and maintenance of both courts. The Court Reporting unit acts as the gatekeeper for the audio recordings and transcripts, as well as overseeing the audio recording and transcription operations, liaising with Judges' secretaries and external orders from Law firms and Litigant-in-person for their needs with our transcription vendor.

The Manager will be part of a dynamic team to manage the Digital Audio Recording and Transcription system (DART) for Family Justice Courts (FJC). DART is used to facilitate digital audio recording of court hearings and the preparation of transcripts. The court hearings could also be conducted virtually via video conferencing platform. The Manager is also responsible for the administration and management of the transcription vendors in accordance with contract specifications and service level agreements.

In terms of processes, the Manager would need to maintain proper documentation and records according to ISO standards and in compliance to internal audits and procurement requirements. He / She would also need to draft and implement SOPs and procedure manual of the operational processes.

Key Responsibilities:

- Manage and facilitate the provision of digital recording of court proceedings, hearings via video-conferencing and transcription services, in order to ensure the integrity of the official records of court trials;
- Oversee the administration and management of vendor in accordance with the contract specifications and service level agreements;
- Manage the government tender processes i.e ITQ and ITT as well as responsible for the evaluation of tender bids;
- Liaise with internal & external customers on administrative/operational matters and ensure that the department's KPIs are met;

- Maintain proper documentation and records according to ISO standards and in compliance to internal audit and procurement requirements;
- Involve in court room and chambers set ups for audio visual or video conferencing requirements, as well as activation of business contingency plan if required;
- Liaise with other agencies on system interface when required, formulate and implement efficient workflows to support the initiatives with a view to achieve operational effectiveness and efficiency;
- Monitor project status and provide regular and timely feedback;
- Implement change management strategies for the project, training of users and the preparation of training manuals; and
- Work with stakeholders to ensure smooth deployment and adoption of new solutions.

Requirements:

- At least 3 years of relevant working experience.
- Good interpersonal and communications skills.
- Adaptable and open to change.
- Able to work across functions and drive requirements gathering, handle process mapping with proper documentation of requirements.
- Able to work under pressure, well-organised with a keen eye for detail and committed to deliver high quality work.
- Able to understand complex workflows and recommend improvements to existing processes.
- Knowledge of the law and prior experience in handling system implementation in the judiciary will be an advantage.

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 **24 September 2020** 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 Supreme Court