



Job Specification

Position Title: MANAGER OF COURT OPERATIONS

Job Code: MCP - General Administration AM-21, AGA21

Job ID: 11997

Purpose of Position:

To plan, organize and manage an court services necessary for the efficient administration of justice in the area. To manage the deployment of human, material, capital and financial resources for cost effective use in delivery of court services in a fast-paced and rapidly changing environment To provide leadership in strategic initiatives affecting court services delivery and to efficiency and pro-actively manage stakeholder relationships in achieving program results.

Duties/Responsibilities:

1. Plans, organizes and manages the ministraton and operation of court offices including identifying and deploying human, material, capital and financial resources; establishing objectives, priorities, standards of performance and controls consistent with Regional and Divisional plans and standards; developing and/or implementing systems, operational policies and procedures to meet delivery needs and monitor results, including ensuring the timely and effective provision of support services to judiciary, local bar, public, legal aid, witnesses, jurors and other users of the court.
2. Directs, coordinates and manages staff with diverse skills by providing leadership in identifying, communicating and implementing new initiatives; provides technical direction and interpretation of administrative and operational policies and procedures and their application and ensures strategic workforce planning and management, including recruitment and training, succession planning, illness & injury management, performance management and grievance administration.
3. Leads the process of change within the field operations area courts by providing the planning and implementation leadership necessary to bring each change project to fruition, involving: preparing staff and stakeholders adequately as to the rationale, needs and processes associated with the change; seeking input and participation from staff and stakeholders in the development of the implementation plans; leading and monitoring the implementation of change projects to ensure as smooth a transition as possible; and undertaking periodic evaluations of the change(s) to identify impacts and additional implementation requirements.
4. Provides leadership in developing/fostering collaborative relationships with regional office staff, judiciary, Crown Attorneys, lawyers, enforcement and community agencies and officials in other ministries; demonstrates local leadership within the community through the initiation and management of innovative programs, techniques or processes to implement court reform initiatives and promote service excellence; represents the courts, Ministry and/or OPS on local community committees.

5. Develops, controls and monitors the budget for the area by analyzing expenditure patterns and trends; developing/writing business cases for increased and/or special or emergency funding; provides input to Regional and Divisional business planning through the preparation of regular or ad hoc financial reports; recommending expenditures for new construction, renovations, maintenance, etc.; authorizes purchase of services, supplies or equipment within delegated authority and negotiates and manages contracts with the Ontario Realty Corporation, community service agents and suppliers; establishes and monitors adherence to internal financial procedures and controls for the accountability of revenue accounts, including collection and distribution of funds.

6. Reviews and analyses existing facilities, operations, technology, procedures, and workflow to identify opportunities for improving their efficiency and effectiveness through functional integration, regionalization, application of technology or improved training or public education; develops and implements high profile pilot projects to examine identified opportunities; evaluates success of initiative and implements on a permanent basis as appropriate; liaises with regional/divisional specialists to coordinate implementation of new systems and/or procedures.

7. As a member of the Regional Management Team (RMT) participates and/or leads strategic regional initiatives; supports Executive leads in their strategic roles; and develops and implements Regional communications and policy processes to ensure effective two-way communication of emerging and/or contentious issues. Leads and/or participates in divisional, ministry and OPS projects.

Knowledge:

The work requires a comprehensive knowledge and understanding of the jurisdiction, procedures, practices and operations of courts; working knowledge of relevant federal and provincial statutes and municipal bylaws and their application to courts administration functions and a thorough knowledge of divisional programs, goals and objectives and complex regional operations and structure. In addition, work requires the ability to provide leadership to the achievement of program goals and objectives, change management, and effective program delivery impacting on the province and community and including unique and unprecedented areas through demonstrated knowledge of and experience in the application of an advanced level of management and administrative principles, techniques and practices to the coordination and management of human, financial, material and capital resources. Excellent analytical, problem-solving and oral (with an emphasis on negotiating and consultation) and written communication skills are required to analyze systems, procedures and operations; resolve a variety of administrative and operational problems; develop and recommend policy options and initiate and maintain effective working relationships with judiciary Crown Attorneys, lawyers, police, municipal/government officials and social service agencies. A current understanding of the availability, operations and application of technology to courts administration is also required.

Judgement:

Within parameters of program mandate, priorities and related legislation, the incumbent exercises significant judgement and initiative in the identification, allocation and utilization of allocated resources for maximum efficiency and effectiveness of results; the initiation, leadership and implementation of program change and policy on operations which will impact on the province; the control of area expenditures; planning, developing and implementing improved systems, technology, procedures, operational policies and processes to meet complex area needs which ensuring consistent application of/adherence to divisional and regional policies and procedures if available. Significant independent judgement is required in determining the appropriate level of consultation and co-operation in areas of legitimate or perceived judicial interest and promoting a constructive working relationship with this group. Judgement is exercised in ensuring the quality, timeliness and efficiency of a broad range of support services and facilities to meet often conflicting needs of court users; resolving operational, administrative and workload problems involving analysis of complex issues; when participating in the

development of regional/divisional policies, programs, systems or procedures and in the management and co-ordination of a diverse staff in a decentralized structure. Substantial judgement and sensitivity are required in the planning and implementation of new change initiatives to foster commitment among staff and to ensure the continued confidence and support of the judiciary and other stakeholders.

Accountability - Programs:

Extensive and involved planning, management, co-ordination and delivery of effective and efficient administrative support services to courts in the assigned area; significant contribution to policy formation and subsequent change both in the region and across the province.

Accountability - Personnel:

Directly and indirectly supervises a staff of full-time, part-time and contract staff. Contracts for fee for service staff as required.

Accountability - Finance & Material:

Preparing and recommending area operating and capital expenditures; identifying, prioritizing and making recommendations regarding area long and short term major capital needs; monitoring and controlling operating expenditures; authorizing purchases and negotiating/monitoring supplier contracts within delegated authority; ensuring the adequacy of internal financial controls for the receipt and disbursement of revenue and trust funds. Ensuring the overall maintenance security and effective use of office and courtroom facilities, equipment and information technology.

Accountability - Impact of Errors:

Failure to achieve corporate objectives of improved efficiency and effectiveness could impede court reform and court integration and result in growing backlog of cases, poor morale and delays for the public in accessing the judicial process. Inability to manage and control operations of the courts could lead to ineffective utilization of financial, material and human resources and lead to conflict between the judiciary and courts administration. Poor judgement in recommending and implementing operational policies, programs and procedures could result in costly or inefficient processes being implemented impacting both in the region and across the province.

Contact - Internal:

Regularly, with Crown Attorneys to exchange information on court matters or consult on proposals; with senior managers in the region and across the province to discuss matters of joint concern or exchange information; with staff of Director, Court Operations office to exchange information, provide leadership in development of policies and procedures. Regularly, with specialists in Program Development Branch to participate as a key member on divisional task forces to review legislation, develop systems, to seek and provide technical advice and implement systems/new programs. Regularly, with officials of Ministry support branches e.g. Human Resources, Finance, Information Technology to discuss resolve a variety of matters; with officials of Family Responsibility Office to resolve matters of mutual concern.

Contact - External:

Regularly, with senior members of the judiciary to consult regarding proposed policies, systems and procedures, identify support needs, discuss workload and schedule issues; with officials of law enforcement local/municipal government or social service agencies, lawyers, members of the public, e.g. jurors, witnesses, to discuss/resolve court-related matters and Interpret Information. Frequently with officials of other ministries. e.g. MCSS, Consumer and Commercial Relations, Corrections, MBS - Ontario Realty Services, etc. to provide/exchange/interpret information or discuss/resolve matters of mutual concern. Occasionally, with representatives of media to arrange access to court proceedings or explain court procedures, ministry policies etc. Represents the Ministry on local/area and high profile/impact committees comprising representatives from some or all of these groups to discuss resolve service needs.

