

司法機構政務處的工作人員 Our Staff in the Judiciary Administration



支援人員重點簡介

執達主任與執達主任助理

法庭命令組負責執行法庭的判決及命令，以及送達法律程序文件等，目前共有 38 位法庭執達主任和 40 位執達主任助理。為使法庭命令組的員工培訓系統化，該組別在 2006 年成立策略性培訓委員會，為其工作人員制定長遠的培訓策略和識別合適的培訓機會。該組別也已準備就其品質管理服務申領國際標準化組織 ISO 9001: 2000 證書，致力提供優質服務。

由 2001 年成立的工作改善小組所構思的措施包括成立法庭命令組公共關係小組、推行工作專責制度以精簡工作分配、改善知識管理系統，以及增加使用資訊科技的工具來改善服務成效等。這些措施實施以來，獲得了法庭使用者的高度評價。



執達主任與執達主任助理出席外勤人員工作安全講座
Bailiffs and Bailiff's Assistants attend seminar on work safety for field executives

Highlights of our Support Staff

Bailiffs and Bailiff's Assistants

Enforcement of judgments and court orders, and service of court process are the responsibilities of the Court Orders Section. Currently, there are 38 Bailiffs of all ranks and 40 Bailiff's Assistants working in this section. With a view to providing systematic training for the staff of the Court Orders Section, a Strategic Training Committee (STC) was set up in 2006. The function of the STC is to formulate long-term training strategies and identify suitable training opportunities for staff of the section. The Court Orders Section, is also preparing to acquire the ISO 9001:2000 certification for the Quality Management Service in order to strive for service excellence.

The initiatives devised by the Work Improvement Team, set up in 2001, including the Bailiff Public Relations Team, the docket system to streamline task assignment, the enhancement of knowledge management system and the greater use of information technology tools for improving the effectiveness of the services of the Court Orders Section, have been put into practice with positive feedback from the court users.

法庭傳譯主任

法庭語文組共有 136 位法庭傳譯主任，他們在各級法院的法律程序中為操不同語言的訴訟人提供傳譯服務，消除法庭與訴訟當事人之間的語言障礙，在法庭上擔當重要角色。

法庭傳譯主任主要負責法庭上英語、粵語及普通話的傳譯工作。此外，法庭語文組有 411 位兼職傳譯員，可為操不同中國方言或外國語言的法庭使用者提供服務。

同時，法庭語文組負責翻譯及鑑證法庭文件，以及翻譯判決書等工作。為了提高同事的專業技巧，該組別一直十分重視培訓工作。

Court Interpreters

The 136 strong Court Language Section provides interpretation service in court proceedings. Court interpreters are deployed to courts at all levels, where they interpret for parties who speak different languages. Their service is vital in removing the language barrier between the court and parties to litigation.

Supplemental to regular court interpreters who provide interpretation service in English, Cantonese and Putonghua, the Court Language Section has a pool of 411 part-time interpreters who can speak various Chinese dialects and foreign languages.

Translation and certification of court documents, as well as translation of judgments, are also under the purview of the Court Language Section. To enhance the professional skills of staff, much emphasis has been put on staff training.



法庭傳譯主任出席普通話課程
Court interpreters attend Putonghua course

法庭速記主任

法庭速記主任職系的編制有 18 人，核心團隊則有九人，負責各級法院的數碼錄音和謄本製作服務的管理和發展工作。該職系其餘九位法庭速記主任在接受相關培訓後，已獲調派到投訴組、勞資審裁處、法律參考資料和圖書館組、管理參事組，以及無律師代表訴訟人資源中心工作。

司法書記

我們共有 182 位司法書記，他們主要負責在法庭及法院登記處為法官及法庭使用者提供支援，處理法庭的日常運作事宜，確保一切事務都依照法庭實務指示及程序規則辦理。

在法庭和內庭工作的司法書記主要向法官提供支援服務。他們要處理庭上的事務，包括宣讀控罪、抽選陪審員、記錄裁決及擬備法律程序紀錄等；為法庭使用者做好聆訊前的預備和聆訊後的跟進工作，如安排傳譯服務、發出通知書、整理論據大綱、批核法庭命令草擬本、擬備刑事上訴文件檔及校對判決書等。



司法書記參觀消費者委員會
Judicial Clerks visit the Consumer Council

Court Reporters

The Court Reporter Grade has an establishment of 18 officers. A core team of nine Court Reporters is responsible for the management and development of the Digital Audio Recording and Transcription Services (DARTS) at all levels of courts. The remaining nine Court Reporters, after relevant training, have been deployed to the Complaints Office, Labour Tribunal, Legal Reference and Library Section, Management Review Section and Resource Centre for Unrepresented Litigants.

Judicial Clerks

The Judicial Clerk Grade has 182 officers. They are mainly responsible for providing court support and registry services to Judges and court users. They attend to court business and ensure smooth operation in accordance with the court practice and procedures.

Judicial Clerks working in court rooms and Judges' chambers provide support service to Judges. They attend to proceedings, take pleas, empanel jurors, take verdict and minutes of proceedings. They also attend to the preparatory and follow-up actions of

all court cases such as arranging interpretation services, issuing notices, marshalling skeleton arguments, approving draft court orders, preparing criminal appeal bundles and proof-reading judgments.

在法院登記處服務的司法書記工作範圍相當廣泛，包括收納及將法庭文件存檔、處理單方面提出的申請及因欠缺行動而作出的判決、為案件排期、以及評定暫定訟費單，整理紀錄等。

勞資審裁處調查主任

根據香港法例第 25 章《勞資審裁處條例》第 14 條，勞資審裁處調查主任有權會見有關申索的各方當事人，向他們錄取陳述書，以及在需要時查閱其他文件，然後擬寫案情摘要，以供審裁官作斷案參考之用。在適當情況下，他們會協助訴訟各方達成和解協議。



調查主任處理個案
Tribunal Officer at work

終審法院首席法官 2004 年 7 月接納了「檢討勞資審裁處工作小組」的建議。為了實施工作小組的建議，由 2004 年 11 月起，調查主任在調查及和解方面的職能已經清楚劃分。此外，各調查主任已因應工作的編排分成不同隊伍。新安排有助加強工作隊伍成員之間的合作，以及促進隊伍成員與審裁官之間的溝通。

Judicial Clerks working in court registries perform a wide range of duties which include accepting court documents for filing, processing ex-parte applications and default judgments, listing cases for hearing, and taxing provisional bills of management of records.

Tribunal Officers

Tribunal Officers of the Labour Tribunal are empowered by section 14 of the Labour Tribunal Ordinance (Cap. 25) to interview parties concerned in claims filed with the Tribunal. They may record statements from the parties and, where necessary, inspect other items. A case summary will then be prepared for the purpose of adjudication by the Presiding Officers. Where circumstances so warrant, they may assist the parties concerned to come into settlement.

In line with the recommendations made by the Working Party on the Review of the Labour Tribunal accepted by the Chief Justice in July 2004, the investigatory and settlement functions of Tribunal Officers had been clearly delineated since November 2004. Tribunal Officers have been reorganised into teams for work assignment. The revised arrangements have helped promote collaborative efforts among team members and facilitate communication with Presiding Officers.

其他職系的人員

司法機構約有 853 位其他職系的人員，分別在不同的部門及組別工作。他們主要包括政務主任、行政主任、新聞主任、圖書館館長、管理參議主任、庫務會計師、會計主任、系統分析 / 程序編製主任、統計主任、文書和秘書服務人員、司機、產業看管員和工人等。



一般職系人員
General Grades Officers at work

司法機構的政務主任在制訂政策及法庭運作事宜上擔任領導的角色。行政主任負責各項人力資源的發展和管理、辦公室和產業管理的協調工作，並為司法培訓、法庭使用者委員會及其他各個工作小組提供秘書服務，以及處理查詢及投訴等事宜。

文書和秘書服務人員提供多方面的支援服務，包括一般行政、會計、人事、市民查詢、圖書館服務及判決書的打字工作等。他們有些會擔任法庭書記的職務，也會在法院登記處處理法庭的文件。其他支援人員則為司法機構的運作提供支援服務如運輸服務、大樓保安工作等。

其他職系的同事承擔財務管理、效率檢討、資訊科技、家事調解、公共關係及法律參考資料服務等工作，為司法機構及法庭使用者提供專業的協助。

Other Grades Officers

There are some 853 other grades officers working in various divisions/sections of the Judiciary. They are mainly Administrative Officers, Executive Officers, Information Officers, Librarians, Management Services Officers, Treasury Accountants, Accounting Officers, Analysts/Programmers, Statistical Officers, Clerical and Secretarial staff, Drivers, Property Attendants and Workmen.

Administrative Officers in the Judiciary assume leadership roles in policy development and court operation. Executive Officers develop and manage human resources, co-ordinate office administration and accommodation matters, provide secretariat support to judicial training, court users' committees and various working groups, and handle enquiries/complaints.

Clerical and secretarial staff provide support services including general administration, accounting, personnel, enquiry counters, library service and typing of judgments. Some of them assume the role of court clerks and handle court documents in registries. Other support staff provide support to the Judiciary's operations such as transport service, building security, etc.

Other grades staff undertake professional work on financial management, efficiency reviews, information technology, family mediation, public relations and legal reference services.



終審法院首席法官頒授長期及優良服務獎狀及退休紀念品予司法機構員工

The Chief Justice presents Long and Meritorious Service Awards and retirement souvenirs to staff of the Judiciary

人才培訓

支援人員的培訓工作，由司法機構支援人員培訓委員會統籌。委員會根據策略性培訓計劃，編定了 2006 至 2007 年度的培訓活動，目的是通過所需的培訓提升各級人員的技術能力和管理技巧，擴大他們個人的成長空間，協助他們實踐司法機構政務處的使命。

為了加強不同職系和職級人員之間的溝通，鼓勵彼此分享經驗，我們 2006 年推出名為「員工互動增值計劃」的跨組別活動。活動包括參觀司法機構不同的辦事處及其他政府部門（如海關、香港警務處），以及安排不同的講座，例如由法庭速記主任舉辦的數碼錄音和謄本制作服務講座。

我們籌辦了多個講座及課程，內容涵蓋法律知識、翻譯及傳譯技巧、法律程序及常規、排解糾紛、談判技巧、電腦知識及管理技巧等多個範疇。2006 年首九個月，我們為不同職系的人員籌辦了約共 360 個課程及研討會。

我們也為各級管理人員舉辦不同的工作坊，內容涵蓋工作表現管理、變革管理、提升服務素質、危機管理、情緒健康和團隊建設等，這些課程皆獲得積極的回應。

Development and Training

Training and development activities for our support staff are co-ordinated by the Judiciary Support Staff Training Committee. Pursuant to the Strategic Training Plan, a staff training and development plan for 2006–07 has been drawn up to ensure that staff at various levels have the necessary training to enhance their technical competence, management attributes and personal growth opportunities to attain the mission of the Judiciary Administration.

To enhance communication and enrich experience-sharing among staff of different grades / ranks through cross-section activities, the “Staff Enrichment Programme” was introduced in 2006. The programme included visits to different offices in the Judiciary and Government departments such as the Customs and Excise Department and the Hong Kong Police Force, and talks such as the one on DARTS delivered by colleagues of the Court Reporter grade.

Seminars and courses on legal knowledge, translation and interpretation skills, legal proceedings and practices, conflict resolution, negotiation skills, computer knowledge and management skills have been organised. For the first nine months of 2006, some 360 courses and seminars were run for various grades of staff.

Workshops on performance management, change management, service enhancement, crisis management, emotional health and team building, targeted at staff at all levels, were organised with positive response.



「團隊建立」工作坊
Workshop on team building

知識管理

我們自 2005 年 4 月起推出電腦知識管理系統，以促進知識分享和存取。現時，該系統涵蓋與法庭登記處、法庭命令組和支援部所提供的支援服務有關的服務範疇，並已連結至司法機構的員工通訊站。2006 年 6 月，我們在員工通訊站試行推出關於家事法庭的「常見問答」專欄。該知識管理系統有助累積和保存寶貴的實踐經驗和專業知識。我們現正準備擴大該系統以便涵蓋其他服務範疇。

提升服務素質

以優良的專業水平為公眾提供服務是司法機構政務處的其中一個目標。為此，我們在 2006 年首九個月為約 120 位前線工作人員安排了多個工作坊，講解如何提供優質的服務，並讓同事加深了解市民的需要。

為了加強員工對高質素服務水平的意識，我們在 2006 年為法庭命令組舉辦了兩個培訓課程，使他們能夠深入認識國際標準化組織 (ISO) 的評審要求。

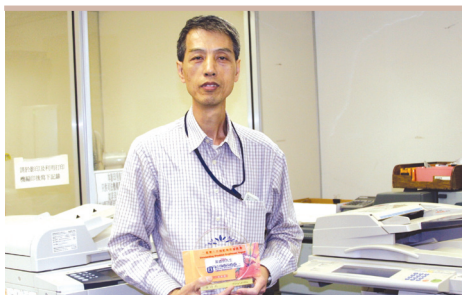
Knowledge Management

A computer-based knowledge management system to facilitate knowledge-sharing and retrieval was launched in April 2005. Service areas pertaining to support services provided by the Court Registries, the Court Orders Section and the Corporate Services Division are covered with an access link in the Judiciary Staff Portal. A pilot “Frequently Asked Questions” coverage involving the Family Court was rolled out on the Staff Portal in June 2006. With this knowledge management system, it is hoped that best practices and expertise could be established and retained. The implementation of the system for other areas is in the pipeline.

Service Enhancement

Serving the public with professionalism and high standards is one of the goals of the Judiciary Administration. To this end, we have arranged workshops on the provision of high quality service for some 120 frontline staff in the first nine months of 2006, so as to equip colleagues with the necessary skills and to better understand the needs of the public.

Two in-depth training courses on the requirement of the ISO 9001 accreditation were provided for the Court Orders Section in 2006 to enhance staff awareness of quality services.



司法機構政務處辦公室助理黃迺釗獲頒勞工處二〇〇六年「模範殘疾僱員獎」

Wong Lai-chiu, Office Assistant of the Judiciary Administration, was awarded the Outstanding Disabled Employees Award 2006 by the Labour Department

激勵和嘉許

組織架構方面，我們推出了多項計劃，包括鼓勵同事就改善運作效率方面提出建議，獎勵有突出表現的個別員工和團隊，嘉許有良好表現的同事，鼓勵員工透過持續學習力求自我提升。自 2003 年推出的傑出僱員 / 小組獎、卓越表現獎勵計劃及持續學習獎勵計劃，仍持續激勵員工，以及鼓勵他們終身學習。同事個人發展方面，我們適當地委派任務和下放權力，對有良好表現的同事加以讚賞，對所有同事都表示關心和尊重，讓同事在工作上獲得滿足感。

加強溝通

管方一方面要使同事認識部門的使命和信念、策略和計劃，同時也必須理解他們在日常工作上所面對的壓力和困難。為此，我們設立了多種渠道，鼓勵司法機構政務處的同事多加溝通。這些渠道包括：

- 司法機構政務長會見同事
- 司法機構政務長會見員工協會 / 工會
- 首長級人員體驗前線工作
- 組別主管與工作人員的例會
- 管理人員外訪
- 員工通訊

Motivation and Recognition

At the organisational level, a number of schemes have been introduced to encourage staff to give suggestions on improving efficiency of our operations, to award individuals and teams for outstanding services, to give recognition to good performance and to encourage staff to pursue self-enhancement through continuous learning. The Outstanding Employee/Team Award, Exemplary Performance Award Scheme and Continuous Learning Award Scheme launched since 2003 continue to sustain staff motivation and promote the pursuit of continuous learning. At the individual level, job satisfaction for our staff is enhanced through delegation and empowerment, offering due recognition for good work, and showing care and respect for all.

Communication

It is important that the mission, core values, strategies and plans are communicated to staff, while the pressure and problems that they face in their daily work are appreciated by management. To this end, various channels have been established to encourage communication within the Judiciary Administration. These include:

- Judiciary Administrator Meeting Colleagues
- Judiciary Administrator Meeting Staff Associations / Unions
- Directorate to the Frontline
- Section Heads Staff Meetings
- Management Outreach Visits
- Staff Newsletters

- 員工網站
- 諮詢委員會
- 工作改善小組
- 內部使用者聯絡會議
- Electronic Staff Link
- Consultative Committees
- Work Improvement Teams
- Internal Users Liaison Meetings



在工作與生活之間取得平衡

在工作與生活之間取得平衡以避免身心透支是十分重要的。我們曾舉行多個講座，內容涉及如何平衡工作與生活、膽固醇和對孩子的育養等課題。員工康樂組在2006年為同事舉辦了多項體育活動，如網球錦標賽。該會也成立了一支由法官和支援人員組成的足球隊，並組織了多次聯誼比賽。此外，司法機構的龍舟隊參加了赤柱海灘龍舟競渡。我們又為同事籌辦高爾夫球、網球、瑜珈及太極班等興趣小組。

Balanced Work Life

The need for a balanced work life to prevent burnout is fully acknowledged. Talks on issues such as work-life balance, cholesterol and parenting were held. In 2006, the Staff Recreation and Sports Club organised various sports activities, including a tennis tournament. In addition, the Club has set up a football team comprising judges and support staff, and organised friendly matches for Judiciary staff. The dragon boat team also took part in the Dragon Boat Races at Stanley Beach. Interest groups on golf, tennis, yoga and tai chi were also organised for staff members.

為了使同事更了解我們的社區和周圍的環境，我們 2006 年舉辦了參觀天文台和香港紅十字會輸血服務中心的活動，有超過 100 人參加。此外，分別在 2005 年 12 月和 2006 年 7 月舉辦了兩次電影欣賞會，共有 1 016 人參加，其中包括法官、支援人員及其家人和朋友。

2006 年 11 月 19 日，我們在保良局賽馬會大棠渡假村舉辦了司法機構日營，包括法官、支援人員及其家人在內，共有超過 350 人參加。當日，大家進行了各種體育活動，渡過了輕鬆愉快的一天。

To better understand the community and the environment, visits were made to the Hong Kong Observatory and the Hong Kong Red Cross Blood Transfusion Centre in 2006 with more than 100 participants. Two movie shows were organised in December 2005 and July 2006, with 1 016 participants, including Judges, support staff and their families and friends.

A Judiciary-wide activity in the form of a day camp, at the Po Leung Kuk Jockey Club Tai Tong Holiday Camp, was held on 19 November 2006. A total of more than 350 judges, support staff and their family members had a day of fun and sport activities.



司法機構日營
Judiciary Day Camp