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| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Courts, Tribunals and Service Delivery / Court Services |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 3-4 |
| **Role Number** | Various |
| **ANZSCO Code** | 531111 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 21 October 2014 | **Ref: CATS 0008** |
| **Agency Website** | www.dcj.nsw.gov.au |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

# Primary purpose of the role

The role provides complex administrative services to meet statutory obligations and delivers high quality and professional services to clients. The role supervises staff and provides ‘hands-on’ training and guidance.

The role may be a Registrar or Deputy Registrar in a court registry and will be required to supervise a small team and effectively allocate resources to meet the Department’s requirements. The role may be required to perform some quasi-judicial and procedural functions.

# Key accountabilities

* Provides training, supervision and support to team members and deals with complex enquiries.
* Within team identifies and prioritises tasks and allocates resources to meet daily goals.
* Ensures output of team is accurate, compliant with time standards and responsive to client needs
* Contributes to the development and implementation of initiatives that aim to improve work practices.
* Adapts to work in different jurisdictions.
* Interprets and applies departmental policies and practices such as Bullying/Harassment prevention, EEO, EAPS, Code of Conduct, WH&S, Ethical Work Practices, Disability Awareness, ATSI Strategies.

**Registrar/Deputy Registrar only**

* Performs some quasi-judicial functions

# Key challenges

* Displays initiative and provides a high quality client service in a changing and complex work environment.
* Maintains and shares knowledge and understanding of procedural and legislative changes affecting the operations of the court
* Able to quickly adapt to working in different jurisdictions and providing supervision and support in changing teams
* As Registrar/Deputy Registrar, demonstrates judgment and discretion in performing quasi-judicial functions

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Office Manager/Deputy Registrar / Registrar/Senior Registrar  | For guidance, direction and adviceTo provide feedback on staff performance and issues |
| Team members | Provides guidance, advice and support and shares informationSets goals and priorities and provides feedback on performance  |
| Judiciary | For procedural advice and guidelines |
| **External** |  |
| Clients | Handles complex enquiries and correspondence |

# Role dimensions

## Decision making

## The role makes independent decisions in relation to issues that are guided by established practices, procedures in relation to day-to-day matters concerning the operation of the court and registry

## The role is responsible for identifying workload, setting priorities and allocating work to team members.

## The role seeks guidance, direction and advice from senior management where matters are beyond their experience

## Reporting line

## This position reports to the Office Manager/Deputy Registrar/Registrar

## Direct reports

## Varies depending on position and location

## Budget/Expenditure

# Varies depending on position and location

# Essential requirements

Circuit and relieving staff are required to possess a current Drivers Licence and be willing to travel, including overnight stays.

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES |
| --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| Personal Attributes logo | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | * Represent the organisation in an honest, ethical and professional way
* Support a culture of integrity and professionalism
* Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct
* Recognise and report misconduct and illegal and inappropriate behaviour
* Report and manage apparent conflicts of interest and encourage others to do so
 | Intermediate |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Focus on providing a positive customer experience
* Support a customer-focused culture in the organisation
* Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
* Identify and respond quickly to customer needs
* Consider customer service requirements and develop solutions to meet needs
* Resolve complex customer issues and needs
* Cooperate across work areas to improve outcomes for customers
 | Intermediate |
| Relationships logo  | **Work Collaboratively**Collaborate with others and value their contribution | * Build a supportive and cooperative team environment
* Share information and learning across teams
* Acknowledge outcomes that were achieved by effective collaboration
* Engage other teams and units to share information and jointly solve issues and problems
* Support others in challenging situations
* Use collaboration tools, including digital technologies, to work with others
 | Intermediate |
| Results logo | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Understand the team and unit objectives and align operational activities accordingly
* Initiate and develop team goals and plans, and use feedback to inform future planning
* Respond proactively to changing circumstances and adjust plans and schedules when necessary
* Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
* Accommodate and respond with initiative to changing priorities and operating environments
 | Intermediate |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
* Use available technology to improve individual performance and effectiveness
* Make effective use of records, information and knowledge management functions and systems
* Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies
 | Intermediate |
| People Management logo | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | * Clarify the work required, and the expected behaviours and outputs
* Clearly communicate team members’ roles and responsibilities
* Contribute to developing team capability and recognise potential in people
* Recognise good performance, and give support and regular constructive feedback linked to development needs
* Identify appropriate learning opportunities for team members
* Create opportunities for all team members to contribute
* Act as a role model for inclusive behaviours and practices
* Recognise performance issues that need to be addressed and seek appropriate advice
 | Foundational  |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES |
| --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level**  |
| Personal Attributes logo |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |

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| --- | --- | --- | --- |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Foundational |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Foundational |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Foundational |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |