

ROLE DESCRIPTION

Court Officer – Sheriff’s Office

Portfolio	Communities and Justice	
Department	Department of Communities and Justice	
Division/Branch/Unit	Courts, Tribunals & Service Delivery / Sheriff’s Office	
Location	Various	
Classification/Grade/Band	Clerk Grade 1/2	
Role Number	Various	
ANZSCO Code	531111	
PCAT Code	1119192	
Date of Approval	15 January 2024	Ref: SO 0049
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 focused on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

Primary purpose of the role

Provide operational support to the NSW Sheriff’s Office, including data entry, courtroom support, jury support and management and the facilitation of courtroom operations including court room technology in accordance with policies and procedures.

Key accountabilities

- Support the efficient operations of the court by providing timely and effective court room support services to Judicial Officers, Associates, witnesses, jurors, court users and members of the public.
- Communicate practices, policies and procedures to members of the public to ensure prospective and selected jurors are aware of their responsibilities.
- Assist with coordination of juror attendance and empanelment, as well as the call and swearing in of witnesses required for court proceedings.
- Accurately enter, retrieve and collate data within relevant computer systems.
- Oversee court exhibits as well as supervise witnesses, providing their evidence by remote witness as required and in accordance with court procedures and protocol.
- Provide effective and professional customer service support to the Judiciary, the legal profession, other Agency clients, members of the public, jurors and the NSW Sheriff’s Office.
- Check courtroom technical equipment (such as audio system, television, DVD and video) is functioning properly prior to the commencement of a hearing and operate the audio/video recording of witness evidence and the copying of recorded evidence to DVD.

- Contribute toward improved internal processes and client service delivery by identifying and responding appropriately to client needs, seeking guidance from policies and procedures manuals where necessary.

Key challenges

- Exercising initiative when managing court disruptions, maintaining professional and consistent service standards and operational efficiency in a dynamic work environment.
- Demonstrate composure, resilience, sensitivity, sound judgement and initiative when dealing with a diverse range of clients and court proceedings or incidents, including witness testimony, and challenging subject matter and material, including graphic content.
- Ability to adapt to working with different computer systems and databases across various jurisdictions and or/teams.

Key relationships

Who	Why
Internal	
Officer in Charge / Team Leader	Receives guidance in work practices, more difficult and sensitive matters, and performance feedback. Direct day to day management.
Registrar, court staff	To perform court-related functions.
Team members	Shares information, provides and seeks assistance administrative support services.
Judiciary	For guidelines and works in cooperation with the Judiciary in the Courtroom.
External	
Jurors	To assist Jurors in performing Jury Service.
Victims and Witnesses	To guide and assist victims and witnesses in a sensitive manner, during their encounters with the court.
Legal profession, Police	To perform court-related or security duties.
Clients	Handles enquiries and routine correspondence.

Role dimensions

Decision making

The role acts with a degree of autonomy, setting own work priorities within established routines, to satisfy agreed timeframes.

Policies and Procedures provide guidelines as to the delivery of programs but interpretation in real time may be required when consulting with stakeholders.

The role seeks clarification and advice regarding legislation, policy and procedures from their team leader, OIC, Coordinator or Manager as required.

Reporting line

The role reports to the Sheriff OIC of the Centre, a Jury Services supervisor, or to a designated Team Leader role for roles based in the Sydney CBD.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- General knowledge and understanding of procedural, legislative and community issues affecting Court operations to ensure accurate and consistent information is provided to clients and users of the Court
- Ability to maintain the confidentiality and the integrity of the Court and the jury process.

Essential requirements

- Successful completion of the Court Officer Induction Program within 12 months of commencement.
- Successful completion of mandated training requirements for Court Officers set by the NSW Sheriff's Office, as varied from time to time.

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

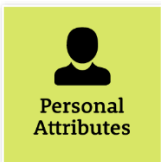
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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/set s	Capability name	Behavioural indicators	Level
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Be open to new ideas and approaches• Offer own opinion, ask questions and make suggestions• Adapt well to new situations• Do not give up easily when problems arise• Remain calm in challenging situations	Intermediate



Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Focus on key points and speak in plain English
- Clearly explain and present ideas and arguments
- Listen to others to gain an understanding and ask appropriate, respectful questions
- Promote the use of inclusive language and assist others to adjust where necessary
- Monitor own and others' non-verbal cues and adapt where necessary
- Write and prepare material that is well structured and easy to follow
- Communicate routine technical information clearly

Intermediate



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Ask questions to explore and understand issues and problems
- Find and check information needed to complete own work tasks
- Identify and inform supervisor of issues that may have an impact on completing tasks
- Escalate more complex issues and problems when these are identified
- Share ideas about ways to improve work tasks and solve problems
- Consider user needs when contributing to solutions and improvements

Foundational



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

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	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	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