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| --- | --- | --- |
| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Courts, Tribunal and Service Delivery/Supreme Court of NSW | |
| **Location** | Sydney | |
| **Classification/Grade/Band** | Clerk Grade 5/6 | |
| **Role Number** | Various | |
| **ANZSCO Code** | 531111 | |
| **PCAT Code** | 1119192 | |
| **Date of Approval** | 1 July 2022 | **Ref: SC 0021** |
| **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

Lead and manage a team of officers to deliver excellent client services. Perform quasi-judicial functions in accordance with legislation.

The role also holds the position of Chief Clerk of the Supreme Court of New South Wales and will be required to exercise the functions of a Chief Clerk as required by section 121 of the Supreme Court Act 1970, or as specified in an instrument made by the Chief Justice of New South Wales, or in accordance with any other, regulation, rule or law.

# Key accountabilities

* Lead and manage effectively the staff and work of the Court and ensure compliance with service standards.
* Implement change by identifying opportunities to improve work practices and communication requirements and outcomes for change to staff.
* Manage conflict and implement strategies to improve staff performance and morale, and to promote harmonious work environment where individual employee skills are valued and respected.
* Undertake effective management of records and information
* Maintaining expertise in the relevant legislation and Court rules and procedures.
* Provide information, assistance and guidance to staff and clients interpreting legislation, policies, rules of the Court, Court process and ensure that these are implemented correctly.
* Ability to resolve complex issues and prepare complex correspondence.
* Check accuracy of work performed by the teams on a regular basis to ensure quality, provide leadership, guidance and support to staff on operational and performance issues.
* Support a culture of workplace learning and actively contribute to own career development.

# Key challenges

* Display high level of initiative and ensuring a high quality service is provided to the judiciary and to clients in a changing and complex work environment.
* Balancing work priorities between supervisory responsibilities and contributing to teamwork.
* Establishing/maintaining confidence of the Judiciary and Management and responding in a timely and efficient way to urgent and unforeseen problems affecting court sittings.
* Motivating staff and managing their performance.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Supervisor/Manager | Gains guidance in work management, receives performance feedback and advises of team performance and problems. |
| Team members | Builds strong and cooperative working relationships to lead and motivate them in achievement of team objectives. |
| Judiciary | Consults in wide range of procedural matters and issues related to the law. |
| **External** |  |
| Clients | Handles more complex enquiries and provides routine procedural assistance; resolves complaints. |

# Role dimensions

## Decision making

* Makes independent decisions in the efficient co-ordination of workflow and management of operational support staff, and exercises discretion and sound judgement as to the need for referral.
* Operates within the framework of the Business Plan and goals, policies, central agency requirements, statutory obligations and legislation.
* Determines resource allocation within the roster arrangements and work requirements.
* Determines the best means of resourcing the section during peak periods.
* Deals with most staff issues, such as performance, in the first instance. Difficult staff issues, such as those requiring formal discipline or counselling are referred to senior management.
* Issues requiring formal delegations to be exercised or if legal implications or opinions are required are also referred to the senior manager or legally qualified person (where required).

## Reporting line

The role will report directly to the Manager Client Services / the Manager Listing Services.

## Direct reports

The number of staff reporting to these roles varies.

## Budget/Expenditure

Nil

# Key Knowledge and Experience

* Sound knowledge and demonstrated ability to apply relevant court policies, procedures and guidelines including Departmental policies.
* Proven experience in providing client service in a complex and challenging environment

# Essential requirements

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 behaviors 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 and encourage others to do so * Act professionally and support a culture of integrity * Identify and explain ethical issues and set an example for others to follow * Ensure that others are aware of and understand the legislation and policy framework within which they operate   Act to prevent and report misconduct and illegal and inappropriate behaviour | | | **Adept** |
| Personal Attributes logo | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | * Keep up to date with relevant contemporary knowledge and practices * Look for and take advantage of opportunities to learn new skills and develop strengths * Show commitment to achieving challenging goals * Examine and reflect on own performance * Seek and respond positively to constructive feedback and guidance   Demonstrate and maintain a high level of personal motivation | | | **Adept** |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | * Tailor communication to diverse audiences * Clearly explain complex concepts and arguments to individuals and groups * Create opportunities for others to be heard, listen attentively and encourage them to express their views * Share information across teams and units to enable informed decision making * Write fluently in plain English and in a range of styles and formats * Use contemporary communication channels to share information, engage and interact with diverse audiences | | | **Adept** |
|  | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | Take responsibility for delivering high-quality customer-focused services  Design processes and policies based on the customer’s point of view and needs  Understand and measure what is important to customers  Use data and information to monitor and improve customer service delivery  Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers  Maintain relationships with key customers in area of expertise  Connect and collaborate with relevant customers within the community | | | **Adept** |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | * Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes * Make sure staff understand expected goals and acknowledge staff success in achieving these * Identify resource needs and ensure goals are achieved within set budgets and deadlines * Use business data to evaluate outcomes and inform continuous improvement * Identify priorities that need to change and ensure the allocation of resources meets new business needs   Ensure that the financial implications of changed priorities are explicit and budgeted for | | | **Adept** |
|  | **Think & Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | * Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence * Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience * Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience * Seek contributions and ideas from people with diverse backgrounds and experience * Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness   Identify and share business process improvements to enhance effectiveness | | | **Adept** |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | * Identify opportunities to use a broad range of technologies to collaborate * Monitor compliance with cyber security and the use of technology policies * Identify ways to maximise the value of available technology to achieve business strategies and outcomes * Monitor compliance with the organisation’s records, information, and knowledge management requirements | | | **Adept** |
| People Management logo | **Manage & Develop People**  Engage and motivate staff, and develop capability and potential in others | * Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes * Adjust performance development processes to meet the diverse abilities and needs of individuals and teams * Develop work plans that consider capability, strengths and opportunities for development * Be aware of the influences of bias when managing team members * Seek feedback on own management capabilities and develop strategies to address any gaps * Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way * Monitor and report on team performance in line with established performance development frameworks | | | **Adept** |

# 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 | Intermediate |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo |  |  |  |
| Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |