

# ROLE DESCRIPTION

## Sound Reporter (Remote)

Cluster	Justice		
Division/Branch/Unit	Courts & Tribunal Services / Reporting Services Branch		
Location	Sydney		
Classification/Grade/Band	Sound Reporter Dual Remote ( equivalent to Clerk Grade 4 min)		
ANZSCO Code	532112		
Role Number	Generic		
PCAT Code	1119192		
Date of Approval	4 June 2019	REF: RSB 0026	
Agency Website	www.justice.nsw.gov.au		

### Primary purpose of the role

Accurately record court proceedings and prepare supporting documentation to ensure that the transcription of proceedings meets the standards of the Court and the Reporting Services Branch.

The role consists of two major roles: (1) simultaneously monitoring courts from a remote location; and (2) transcription of recordings. Each role must be undertaken with complete accuracy and accountability.

### Key accountabilities

- Work as a member of a team and in situations of high pressure; this is especially critical in the production of daily transcripts.
- Be able to work concurrently on separate transcripts to meet strict deadlines.
- Précis and edit portions in production of transcripts. They are required to identify legal discussion and either note the essential points of the argument or transcribe sufficient of the discussion to ensure that the main points are included. Editing procedures must be adhered to, which necessitates the Sound Reporter Remote intelligently applying standards outlined in the RSB Transcription Manual.
- Travel to country locations may be required to service court sittings for monitoring of prolonged unbroken periods; sole representative of RSB to judiciary, registry, sheriff officers and public clients; complete organisation of personal arrangements and accommodation.
- Liaise with court officers in relation to the requirements necessary for high quality sound recording. When in a remote location, communication is afforded by use of audio visual screens, telephone, chat facilities; all of which is difficult as may interrupt the proceedings in court.

### Key challenges

- Understanding diverse voices, accents, languages and meanings in the court, especially where extraneous noise and multiple speakers are present both when recording and transcribing. Being conversant with diverse jurisdictions and their corresponding operations, standards and protocols.
- An ability to keep up to date with constantly changing new technologies and up-dates of transcription standards.
- Maintaining physical dexterity whilst working in a remote location whilst simultaneously recording and monitoring court proceedings.

- Possessing a superior knowledge of court room procedures to understand what is happening outside of the Sound Reporter Remote's view. Often liaison with court officers and other court staff is necessary to ascertain what is occurring.

## Key relationships

Who	Why
<b>Internal</b>	
Supervisors, Managers	For day to day advice and guidance To seek advice regarding difficult enquiries and complex issues
Team members, client support staff and referral and support staff	Communicate routine, day to day issues, seek information, give information, for advice and guidance on process and procedures, relay messages, request file retrievals, call referrals
Clients	Provide information and obtain information Provide basic instructions
<b>External</b>	
Service providers, other public sector agencies / departments, Private Sector, Community	Provide information and obtain information

## Role dimensions

### Decision making

The incumbent makes judgements on which part of the proceedings will be included or summarised in transcripts as guided by the Transcript Standards Manual and the Centre Manager.

The role determines the appropriate time to advise the Centre Manager to schedule a different court into the booth.

### Reporting line

Centre Supervisor

### Direct reports

Nil.

### Budget/Expenditure

N/A

## Essential requirements

- Excellent English, spelling, grammar, punctuation and comprehension skills are essential with high levels of proficiency in audio transcription and word processing (minimum 50 wpm) to produce accurate running transcripts of Court proceedings.
- Ability to listen to and comprehend simultaneous court room voices and dialogue (ie, numerous people speaking at once in different court room contexts) and possess the relevant reporting experience and procedural knowledge to produce accurate log sheets to enable production of the highest standard transcript.





- Diverse knowledge and comprehension of medical, technical and legal terminology and ability to quickly research specialist dictionaries.
- Expertise in various types of recording equipment including amplification and remote witness equipment as well as the relevant expertise to troubleshoot technical equipment problems as they arise.

## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework>

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</li> </ul>
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Research and analyse information and make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>• Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>• Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>