

ROLE DESCRIPTION

Coordinator, Court Officers

Cluster	Stronger Communities		
Department	Department of Communities and Justice		
Division/Branch/Unit	Courts, Tribunals & Service Delivery / Sheriff’s Office		
Location	Various		
Classification/Grade/Band	Clerk Grade 7/8		
Role Number	Generic		
ANZSCO Code	531111		
PCAT Code	1119192		
Date of Approval	10 April 2024	Ref: SO 0050	
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 Coordinator, Court Officers is a key frontline management position in the Office of the Sheriff, which leads and develops teams to meet statutory and administrative obligations and deliver high quality professional services to clients through the promotion of a values driven and high-performance work environment.

Key accountabilities

- Provide leadership to staff and Team Leaders, including the implementation of strategies that promote ethical behaviour, values driven culture, create a safe working environment, minimise grievances, maximise performance and enhance skills.
- Prepare and maintain project documentation for reporting, monitoring and evaluation purposes to ensure accessibility of quality information and contribute to the achievement of project outcomes.
- Communicate with key stakeholders and coordinate working groups, committees and consultations to facilitate exchange of information and support project completion in line with project plans.
- Monitor adherence to policies and legislative requirements and assist in the implementation of operational changes as a result of legislative amendments.
- Support the Manager Jury Services to review practices and procedures with the aim of streamlining processes to ensure effective reform and improved delivery of client services.

- Liaise, consult and negotiate with key stakeholders to support the operation of Jury Services.
- Manage a team of staff responsible for the overall performance of the Court Officers, implement agreed performance goals, standards and measures, oversee day to day work allocation, capability development and performance management to deliver high quality standards are met across Jury Services.
- Act as an escalation point for urgent, complex or highly sensitive operational and people issues and manage complex performance matters, including referrals for alleged misconduct.

Key challenges

- Effectively leading a team committed to the delivery of high quality and responsive client services within a complex, time sensitive and challenging environment.
- Utilise high level communication skills to manage complex people matters in line with Departmental Procedures and Policies.
- Develop a culture and ensure behaviour is consistent with the Code of Ethical Conduct and principles and policies of diversity and inclusion and WHS, including psychosocial hazards.

Key relationships

Who	Why
Internal	
Manager, Jury Services	Receives guidance in work practices, more difficult and sensitive matters and performance feedback. Provide data in relation to Quarterly Reports and Controlled Self Assessments
Judiciary, Registrar, court staff	Develop and maintain effective relationships with stakeholders including the judiciary to facilitate the provision of jurors to pending court matters and to provide appropriate support.
Team Leaders	To provide guidance, advice and support and shares information, set goals and priorities as well as provide feedback on performance
Team members	To provide oversight share information, and be an escalation point for matters within their delegation.
External	
Jurors	To provide information and support

Role dimensions

Decision making

The role:

- makes independent decisions in relation to issues that are guided by established practices and procedures in relation to day-to-day matters concerning the operation of the Court and provision of Jurors.
- Identifies workload, setting priorities and allocating work to team members.
- Seeks guidance, direction and advice from the Manager, Jury Services in relation to more complex matters and/or matters beyond their experience.
- Manages assets, financial and human resource issues subject to approved delegation.

Reporting line

This position reports to the Manager Jury Services.

Direct reports

The role provides day-to-day management of Team Leaders, Jury Services, Senior Client Service Officers and oversight of Sydney CBD based Court Officers

Budget/Expenditure

Varies depending on position and location

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](#) 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	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 flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations 	Adept
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • 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
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups 	Adept


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> 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 	
 <p>Relationships</p>	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> Use facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Respond constructively to conflict and disagreements and be open to compromise Keep discussions focused on the key issues 	Intermediate
 <p>Results</p>	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Identify the facts and type of data needed to understand a problem or explore an opportunity Research and analyse information to make recommendations based on relevant evidence Identify issues that may hinder the completion of tasks and find appropriate solutions Be willing to seek input from others and share own ideas to achieve best outcomes 	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate
		<ul style="list-style-type: none"> Be proactive in taking responsibility and being accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about own and others' application of these practices Be aware of risks and act on or escalate risks, as appropriate Use financial and other resources responsibly 	
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> 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
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> 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 	Adept

FOCUS CAPABILITIES






Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> 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 	
	Inspire Direction and Purpose Communicate goals, priorities and vision, and recognise achievements	<ul style="list-style-type: none"> Promote a sense of purpose, and help the team to understand the strategic direction of the organisation and the needs of customers and stakeholders Translate broad organisational strategy and goals into tangible team goals and explain the links for the team Ensure that team objectives and outcomes lead to the implementation of government priorities and create value for customers and stakeholders Work to remove barriers to achieving goals 	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	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	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 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
 People Management	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