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| **Portfolio** | Communities and Justice |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Courts, Tribunals & Service Delivery / Court Services |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 11/12  |
| **Role Number** | Various |
| **ANZSCO Code** | 599211 |
| **PCAT Code** | 1119181 |
| **Date of Approval** | 28 April 2016 (updated 4/7/2018) | **Ref: CATS0019** |
| **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 in the Communities and Justice Portfolio. Communities and Justice aims to achieve a safe, just, and inclusive New South Wales (NSW) by operating an effective legal system; increasing access to social and affordable housing; protecting children and families; addressing domestic and family violence; promoting public safety; reducing reoffending; and supporting community harmony and social cohesion.

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 by providing services that are effective and responsive to community needs.

# Primary purpose of the role

The role leads a large diverse/specialist court registry and a number of smaller registries within the region, to meet statutory and administrative obligations and deliver high quality and professional services to clients.

The role leads and develops staff and promotes a working environment that values teamwork, ethical behaviour and good performance to achieve quality service delivery outcomes and organisational objectives and rewards innovation and good performance.

# Key accountabilities

* Provides the Regional Director with timely and accurate information advice and reports on operational issues, risks, budgets and progress of reforms across their area of responsibility
* Manages the efficient and effective operation of a large and complex registry and supervises a number of smaller locations to ensure - that relevant legislation and policies and procedures are complied with
* Provides leadership to all court services staff within the-area of responsibility, including the promotion of a collaborative and united workforce for sheriff’s officers and court staff, the implementation of strategies that promote ethical behaviour, create a safe working environment, minimise grievances, maximise performance and enhance skills
* Develops and maintains effective working relationships with stakeholders including the judiciary, government agencies, community groups and court users in order to identify needs and maximise the use of resources.
* Performs quasi-judicial functions in accordance with legislation
* Works collaboratively with the Regional Director, Sheriff’s Regional Manager, court and sheriff’s staff to develop and implement policies and procedures that deliver business and client service improvements across the region
* Contributes to the development and implementation of the Business Plan and regional strategies that meet the identified needs of the court’s diverse-range of clients.
* Works collaboratively with the Regional Director and Sheriff’s Regional Manager in the development of strategies to ensure the region’s budget is managed within approved financial parameters

# Key challenges

* Building staff commitment across the area of responsibility to support and embrace change and reform, and implement effective strategies to overcome barriers to a cohesive court services.
* Using innovative leadership to develop a cohesive and dynamic team committed to the delivery of high quality and responsive client services
* Developing and enhancing relationships with stakeholders to ensure a co-ordinated and continuously improving approach to service delivery and to inform regional initiatives

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Regional Director | For guidance, direction and adviceTo provide advice and briefings on key issues including registry operations and budgetTo contribute to the development of regional initiatives that enhance efficiency |
| Staff within the registryDirect reports | Provides leadership, guidance, advice and support and shares information |
| Registrars/Deputy Registrars in region  | Providing advice, support and information and collaborating on regional initiatives |
| Judiciary | For procedural advice and guidelinesFor the purpose of consultation on listings and registry practices and co-ordinating resources |
| Sheriff | Receives advice on security issues |
| Corporate services | For guidance and support |
| **External** |  |
| Clients | Handles complex enquiries and correspondence and resolves complaints |
| External agencies | Enhance relationships with key court stakeholders eg: police, Legal Aid, DPP to ensure a co-ordinated approach to service delivery |

# Role dimensions

## Decision making

The role makes independent decisions in relation to the efficient co-ordination of workflow and management of staff and resources and exercises sound discretion and judgment.

The role manages assets, financial and human resource issues within the registry subject to approved delegation.

The role contributes to the development of Business Plans and strategic initiatives within the region.

As the Registrar, the procedural and quasi-judicial functions provide scope for the officer to exercise significant independent judgement. The decisions taken can have a significant impact on the lives of those who are affected by them. In these roles, the occupant is solely responsible and wholly accountable for the decisions made.

## Reporting line

This position reports to the Regional Director

## Direct reports

Varies depending on position and location

## Budget/Expenditure

TBC

# Key knowledge and experience

* Strong understanding of the NSW Justice system

# Essential requirements

* Tertiary qualifications in law/management or equivalent experience
* Capacity to undertake the statutory functions of Registrar

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 | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | * Remain composed and calm and act constructively in highly pressured and unpredictable environments
* Give frank, honest advice in response to strong contrary views
* Accept criticism of own ideas and respond in a thoughtful and considered way
* Welcome new challenges and persist in raising and working through novel and difficult issues
* Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues
 | Advanced |
| Personal Attributes logo | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | * Model the highest standards of ethical and professional behaviour and reinforce their use
* Represent the organisation in an honest, ethical and professional way and set an example for others to follow
* Promote a culture of integrity and professionalism within the organisation and in dealings external to government
* Monitor ethical practices, standards and systems and reinforce their use
* Act promptly on reported breaches of legislation, policies and guidelines
 | Advanced |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience
* Ensure systems are in place to capture customer service insights to improve services
* Initiate and develop partnerships with customers to define and evaluate service performance outcomes
* Promote and manage alliances within the organisation and across the public, private and community sectors
* Liaise with senior stakeholders on key issues and provide expert and influential advice
* Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches
* Ensure that the organisation’s systems, processes, policies and programs respond to customer needs
 | Advanced |
| Relationships logo  | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | * Influence others with a fair and considered approach and present persuasive counter-arguments
* Work towards mutually beneficial ‘win-win’ outcomes
* Show sensitivity and understanding in resolving acute and complex conflicts and differences
* Identify key stakeholders and gain their support in advance
* Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise
* Anticipate and minimise conflict within the organisation and with external stakeholders
 | Advanced |
| Results logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply the expertise of key individuals to achieve organisational outcomes
* Drive a culture of achievement and acknowledge input from others
* Determine how outcomes will be measured and guide others on evaluation methods
* Investigate and create opportunities to enhance the achievement of organisational objectives
* Make sure others understand that on-time and on-budget results are required and how overall success is defined
* Control business unit output to ensure government outcomes are achieved within budgets
* Progress organisational priorities and ensure that resources are acquired and used effectively
 | Advanced |
| Results logo | **Think and 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 |
| Business Enablers logo | **Finance**Understand and apply financial processes to achieve value for money and minimise financial risk | * Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures
* Understand the impacts of funding allocations on business planning and budgets
* Identify discrepancies or variances in financial and budget reports, and take corrective action
* Know when to seek specialist advice and support and establish the relevant relationships
* Make decisions and prepare business cases, paying due regard to financial considerations
 | Adept |
| People Management logo | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | * Refine roles and responsibilities over time to achieve better business outcomes
* Recognise talent, develop team capability and undertake succession planning
* Coach and mentor staff and encourage professional development and continuous learning
* Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation
* Implement performance development frameworks to align workforce capability with the organisation’s current and future priorities and objectives
 | Advanced |
| People Management logo | **Manage Reform and Change**Support, promote and champion change, and assist others to engage with change | * Support teams in developing new ways of working and generating innovative ideas to approach challenges
* Actively promote change processes to staff and participate in communicating change initiatives across the organisation
* Provide guidance, coaching and direction to others who are managing uncertainty and change
* Engage staff in change processes and provide clear guidance, coaching and support
* Identify cultural barriers to change and implement strategies to address these
 | 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 |  |  |  |
| 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 | Adept |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Results logo |  |  |  |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| Business Enablers logo |  |  |  |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Adept |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Adept |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Adept |