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| **Portfolio** | Communities and Justice  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Courts Tribunals & Service Delivery / Superior Courts / Industrial Relations Commission |
| **Location** | Sydney and Parramatta |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | TBC |
| **ANZSCO Code** | 132111 |
| **PCAT Code** | 3119192 |
| **Date of Approval** | 11 February 2025 | **Ref: CATS0238** |
| **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 Registry Manager is responsible for managing integrated registry services for the public as well as supporting Judges, Commissioners, and staff. This role involves leading a team, fostering a collaborative and high-performing environment, and promoting innovation to ensure quality service delivery aligned with organisational objectives and divisional goals.

# Key accountabilities

* Provide specialist advice to the Director and Industrial Registrar on client service policies, maintain staff procedure manuals and guidelines for the Industrial Court and Industrial Relations Commission (**the Commission**).
* Plan, monitor and manage workload and allocations, including staff rostering to ensure equitable distribution of workload and efficient and effective service delivery within performance standards.
* Assist in the recruitment, induction training and performance management of Registry staff.
* Provide leadership to staff, including the implementation of strategies that promote ethical behaviour, create a safe working environment, minimise grievances, maximise performance and enhance skills.
* Ensure conformity of the Court’s client service policies and programs with audit requirements.
* Manage the delivery of operational maintenance including courtroom technology and human resources within the Commission. Provide advice on the operational and stakeholder impacts of policy development, business planning, performance reporting, quality assurance, innovation strategy, legislation and procedure to improve efficiency and usage of courtrooms.
* Contribute to the overall goals and strategic direction of the Commission, as part of the Registry Management Team, including undertaking reviews and evaluations for the Commission to identify opportunities for continuous improvement of caseflow management, legislative initiatives, strategies and programs.
* Manage sensitive and confidential information and display excellent judgment, tact and discretion.

# Key challenges

* Building a cohesive and dynamic team across two Registry locations, who are committed to the delivery of high quality, responsive and cost-effective client services.
* Developing and enhancing relationships with stakeholders to ensure a co-ordinated and continuously improving approach to service delivery.
* Promoting a positive public image of the Commission which includes the fair and timely management of applications in a complex, high volume, changing and geographically spread frontline operational environment.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Judiciary and Commissioners | Provide support to the Judges and Commissioners by ensuring the efficient and effective operation of the Registry and its staff. |
| Director & Industrial Registrar | Provide specialist advice on client service strategies and programs. Receives direct guidance in relation to the overall development and implementation of the Court’s client service programs and priorities. |
| Registrars | Work closely with the Registrars to facilitate development, implementation, management and review of the Court’s client service policies and programs. |
| Registry Staff | Lead and manage the Registry and its staff to ensure a collaborative and high performing environment. |
| Reporting Services Branch  | Liaise with the Reporting Services Branch in relation to any issues arising with the recording of Court listings. |
| Office of the Sheriff | Liaise with the Office of the Sheriff in relation to any issues arising with security for Court listings. |
| **External** |  |
| Service Providers | Advise on processes and procedures. |
| Public | Handle enquiries. |
| Other Public Sector Agencies / Departments | Clarify or seek information. |

# Role dimensions

## Decision making

* Makes decisions, under the guidance of the Director and Industrial Registrar and in consultation with Registrars, key client service staff and other government agencies, concerning the development, implementation and promotion of the Court’s client service delivery programs.
* Makes decisions and exercises discretion on referral of matters regarding access to and provision of information and services requested through counter and telephone enquiries from Judges‘ chambers, the Commissioners, Registry staff, the legal profession and members of the public.
* Makes decisions concerning the effective management and development of Client Services staff and in determining work priorities and the efficient use of resources of the Section.

## Reporting line

## The role reports directly to the Director and Industrial Registrar.

## Direct reports

Up to 5 direct reports.

## Budget/Expenditure

As per the DCJ Delegations Manual.

# Key knowledge and experience

* Understanding of NSW Court system.
* Ability to acquire a detailed understanding of jurisdictional case management and procedures and rules.
* Capacity to lead staff in an environment of significant change and move towards full digital services.

# Essential requirements

* Relevant tertiary qualifications and/or equivalent extensive experience.
* Valid NSW Driver’s License and/ or willingness and ability to travel if required.

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* (NSW)
* Working with Children Check clearance in accordance with the *Child Protection (Working with Children) Act 2012* (NSW)

# 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 | Act with Integrity | * 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 logo  | Communicate Effectively | * Present with credibility, engage diverse audiences and test levels of understanding
* Translate technical and complex information clearly and concisely for diverse audiences
* Create opportunities for others to be heard and to contribute to discussion and debate
* Contribute to and promote information sharing across the organisation
* Manage complex communications that involve understanding and responding to multiple and divergent viewpoints
* Explore creative ways to engage diverse audiences and communicate information
* Adjust style and approach to optimise outcomes
* Write fluently and persuasively in plain English and in a range of styles and formats
 | Advanced |
| Results logo | Deliver Results | * 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
* 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 |
| Results logo | Plan and Prioritise | * Consider the future aims and goals of the team, unit and organisation when prioritising own and others’ work
* Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
* Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
* Ensure current work plans and activities support and are consistent with organisational change initiatives
* Evaluate outcomes and adjust future plans accordingly
 | Adept |
| Business Enablers logo | Technology | * 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 and Develop People | * 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  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| 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 |  |  |  |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Adept |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | 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 | 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 | Adept |