|  |  |
| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Courts, Tribunals & Service Delivery / Support Services/Courts Service Centre  |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 1 / 2 |
| **Role Number** | Generic  |
| **ANZSCO Code** |  541112 |
| **PCAT Code** |  1119183 |
| **Date of Approval** | 20 December 2021 | **Ref: CATS 0007** |
| **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

To provide clients of Courts, Tribunals and Service Delivery with information and procedural advice to assist them in the resolution of their legal needs.

# Key accountabilities

* Identify client needs and provide timely, accurate, appropriate, and effective service for clients.
* Build positive relationships in all interactions to ensure a high level of client satisfaction.
* Develop and maintain a good knowledge of policies and procedures.
* Manage time and adhere to roster schedule.
* Escalate complex enquiries or issues to a senior client service officer.
* Contribute to centre’s performance planning, coaching and mentoring programs.
* Provide administrative, clerical or research support.

# Key challenges

* Meeting client expectations while managing high levels of demand.
* Identifying the nature (legal and non-legal) of all enquiries and conveying complex information and procedures to clients in plain language.
* Able to quickly adapt to new information for various jurisdictions via multiple channels.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
|  |  |
|  |  |
|  |  |
| Manager/Team Leader/Senior Officers | * Coordination of work
* Feedback
* Resolution of issues
* Coaching
 |
| Team members | * Sharing of information
* For assistance
 |
| Sheriff’s Office and Registry Staff | * Sharing of information/collaboration
* For assistance
 |
| **External** |  |
| General public, justice agencies, third parties, solicitors in public, private practice, staff from other agencies and community organisations | * Client service delivery
* Handles enquiries and correspondence
 |

# Role dimensions

## Decision making

The role works autonomously according to established routines, practices and procedures, in relation to day-to-day matters concerning the operation of the court and registry.

The role is responsible for managing own workload once priorities are set and work allocated.

The role seeks advice and guidance where new legislation, rules or policy and procedure has been introduced and in relation to more complex matters.

## Reporting line

## Reports to Team Leader/Senior Client Service Officer

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

# Demonstrated experience in the provision of, or an ability to demonstrate a capacity to provide, excellent client service.

# 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 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 | * Be open to new ideas and approaches
* Offer own opinion, ask questions and make suggestions
* Adapt well to new situations
* Do not give up easily when problems arise
* Remain calm in challenging situations
 | Foundational  |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Focus on providing a positive customer experience
* Support a customer-focused culture in the organisation
* Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
* Identify and respond quickly to customer needs
* Consider customer service requirements and develop solutions to meet needs
* Resolve complex customer issues and needs
* Cooperate across work areas to improve outcomes for customers
 | Intermediate |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Ask questions to explore and understand issues and problems
* Find and check information needed to complete own work tasks
* Identify and inform supervisor of issues that may have an impact on completing tasks
* Escalate more complex issues and problems when these are identified
* Share ideas about ways to improve work tasks and solve problems
* Consider user needs when contributing to solutions and improvements
 | Foundational  |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Display familiarity and confidence when applying technology used in role
* Comply with records, communication and document control policies
* Comply with policies on the acceptable use of technology, including cyber security
 | Foundational  |

# 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 | Foundational |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Foundational |
| Work Collaboratively |  Collaborate with others and value their contribution | Foundational |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| Deliver Result | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| Business Enablers logo |  |  |  |
| 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 |