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| **Portfolio** | Communities and Justice |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Courts, Tribunals & Service Delivery/Court Services |
| **Location** | Sydney |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Role Number** | 51003905 |
| **ANZSCO Code** | 599211 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 21 March 2024 | **Ref: CATS 0192** |
| **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 Judicial Support Coordinator is responsible for providing high quality professional client service and administrative support to the Chief Magistrates and other magistrates of the Local Court of NSW.

# Key accountabilities

* Act as a primary point of contact to assist magistrates with any judicial administrative support needs, including travel, IT, stores, equipment, chambers and remuneration entitlements.
* Regularly review and update the material within the Magistrates’ Handbook, a guide for magistrates on the Terms and Conditions of their employment and judicial entitlements, in consultation with Court Services and CTSD Human Resources.
* Assist magistrates with preparing decisions to publish on Caselaw.
* Ensure security and safety of the magistrates with regard to access to secure areas, organising and cancelling photo ID’s, issue of temporary access cards and liaising with the Sheriff Officers regarding security issues relating to Judicial Administration.
* Ensure appropriate expenditure relating to travel, equipment and other resourcing in accordance with policies of the Court and consistent with auditing and financial requirements.
* Provide a range of other administrative activities including clerical support within the office and general administration as required including assistance in organisation of the Annual Magistrates conference.

# Key challenges

* Perform duties and provide support in a highly professional, responsive and timely manner whilst maintaining discretion and confidentiality.
* Adapt to frequent changes to workload and processes whilst operating effectively within a high volume work environment.
* Maintain a balance between responsibilities to the Chief Magistrate and other judicial officers and administrative responsibilities to the Department of Communities and Justice.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
|  Judicial Administration Manager  | Reports to and consults with regards to day to day enquiries and issues |
| Executive Officer | Consultation regarding difficult day to day enquiries and complex issues |
| Head of Jurisdiction | Provide judicial support as required |
| Judicial Officers | Provide information and support as required |
| Team members, client support staff and referral and support staff | Communicate routine, day to day issues, seek information, give information, instruct on process and procedures, relay messages, request file retrievals, call referrals |
| **External** |  |
| Business Centre Clients  | Seek information, give information, instruct on process and procedures |
| Service providers | Advise on processes and procedures  |
| Other public sector agencies / departments | Clarify or seek information  |

# Role dimensions

## Decision making

This role operates under the direction of the Chief Magistrate and the Judicial Administration Manager, however this position has considerable autonomy in the performance of day to day activities. In accordance with office policy, the role must prioritise competing tasks and demands, meet deadlines and ensure professional judicial support is provided in an appropriate and professional manner.

## Reporting line

The position reports to the Judicial Administration Manager.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Demonstrated high standard of professional client service and administrative support.

# 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 | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | * Represent the organisation in an honest, ethical and professional way
* Support a culture of integrity and professionalism
* Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct
* Recognise and report misconduct and illegal and inappropriate behaviour
* Report and manage apparent conflicts of interest and encourage others to do so
 | Intermediate  |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Tailor communication to diverse audiences
* Clearly explain complex concepts and arguments to individuals and groups
* 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
 | Adept |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Take responsibility for delivering high-quality customer-focused services
* Design processes and policies based on the customer’s point of view and needs
* Understand and measure what is important to customers
* Use data and information to monitor and improve customer service delivery
* Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
* Maintain relationships with key customers in area of expertise
* Connect and collaborate with relevant customers within the community
 | Adept |
| Results logo | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Understand the team and unit objectives and align operational activities accordingly
* Initiate and develop team goals and plans, and use feedback to inform future planning
* Respond proactively to changing circumstances and adjust plans and schedules when necessary
* Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
* Accommodate and respond with initiative to changing priorities and operating environments
 | Intermediate |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * 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
* Generate ideas and identify ways to improve systems and processes to meet user needs
 | Intermediate |

# 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 |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo  |  |  |  |
| Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | 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 |