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| --- | --- | --- |
| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Courts, Tribunals & Service Delivery / Land & Environment Court of NSW | |
| **Location** | Sydney | |
| **Classification/Grade/Band** | Clerk General Scale | |
| **ANZSCO Code** | 531111 | |
| **Role Number** | Generic | |
| **PCAT Code** | 1119192 | |
| **Date of Approval** | 27 March 2015 | **Ref: L&E0008** |
| **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. For the first time, the creation of DCJ and Stronger Communities provides an opportunity to focus on prevention and early intervention across both the social welfare and justice systems.

# Primary purpose of the role

The Operational Assistant provides various clerical and client support services to meet the needs of clients and ensure the operational effectiveness of the Court. Services include responding to routine customer enquiries, courtroom assistance, processing court documents, daily correspondence, data entry and records management.

# Key accountabilities

* Provides clerical and administrative support to the Court and the Registry.
* Accurate entry of data and efficient search for information on the Court’s computer systems.
* Provides support in the Registrar Directions Hearing Lists and the List Judge Lists.
* Supports the efficient operation of the Court by maintaining court files, including exhibit and subpoena management.
* Provides high quality client services, including by responding to client inquiries on routine procedural matters accurately and clearly and in a courteous and timely manner.
* Handles Court/ Registry mail in compliance with established security and confidentiality requirements.
* Supports the effective implementation of improved work practices.
* Complies with Department policies and practices such as harassment prevention, EEO, EAPS, Code of Conduct, W H & S, Ethical Work Practices, Disability Awareness and ATSI strategies.

# Key challenges

* Prioritising and completing work in a high volume work environment within strict timeframes, to contribute to a cohesive, efficient and positive team structure.
* Working within a highly regulated environment governed by legislation and established practices and procedures.
* Developing /maintaining a knowledge and understanding of procedural issues affecting operations of the Court/ Registry and of the Court’s computer systems to ensure accurate, timely and consistent information and assistance to clients and the Court.
* Adapting to working in different jurisdictions

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Supervisor/Manager | Receives training and guidance in work practices, more difficult and sensitive matters and performance feedback. |
| Team members | Shares information, provides and seeks assistance, works collaboratively. |
| Judiciary | Supports the operations of the Court and works in cooperation with the Judiciary and Commissioners in the Courtroom. |
| **External** |  |
| Clients  External agencies | Handles enquiries and routine correspondence.  Handles enquiries and routine correspondence from the legal profession, members of the public, government agencies and other court users |

# Role dimensions

## Decision making

* Makes decisions and exercises discretion regarding access to and provision of information and services requested through counter and telephone enquiries from Judicial and Registry staff within the Court, the legal profession, members of the public and clients of the Court.
* Refers any enquiries/requests of a more complex or sensitive nature to the designated Manager/Team Leader*.*
* The role is accountable for the accuracy, timeliness and quality of service provided to the Registry and clients

## Reporting line

The role reports to a designated Manager/Team Leader.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

Good literacy and numeracy skills

# 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 | * Behave in an honest, ethical and professional way * Build understanding of ethical behaviour * Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation * Speak out against misconduct and illegal and inappropriate behaviour * Report apparent conflicts of interest | | | | Foundational |
| Personal Attributes logo | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | * Be willing to develop and apply new skills * Show commitment to completing assigned work activities * Look for opportunities to learn and develop * Reflect on feedback from colleagues and stakeholders | | | | Foundational |
| Relationships logo | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | * Focus on key points and speak in plain English * Clearly explain and present ideas and arguments * Listen to others to gain an understanding and ask appropriate, respectful questions * Promote the use of inclusive language and assist others to adjust where necessary * Monitor own and others’ non-verbal cues and adapt where necessary * Write and prepare material that is well structured and easy to follow * Communicate routine technical information clearly | | | | Intermediate |
| Relationships logo | **Work Collaboratively**  Collaborate with others and value their contribution | * Work as a supportive and cooperative team member, sharing information and acknowledging others’ efforts * Respond to others who need clarification or guidance on the job * Step in to help others when workloads are high * Keep the team and supervisor informed of work tasks * Use appropriate approaches, including digital technologies, to share information and collaborate with others | | | | Foundational |
| 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 |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Foundational |
| 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 | Foundational |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | 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 |