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| --- | --- | --- |
| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | NSW Civil and Administrative Tribunal | |
| **Location** | Various | |
| **Classification/Grade/Band** | Clerk Grade 3/4 | |
| **Role Number** | Generic | |
| **ANZSCO Code** | 531111 | |
| **PCAT Code** | 1119192 | |
| **Date of Approval** | 7 September 2015 | **Ref:** **NCAT 0006** |
| **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

Provide a range of quality services and support to enhance and facilitate the operations and administration of the Tribunal. Support the team leader in leading the team ensuring efficient and effective service delivery.

# Key accountabilities

* Provide information to clients face to face, by phone or in writing, record action taken and follow up where required.
* Receipt and process documents and transactions using the Tribunal’s case management system in accordance with NCAT procedures.
* Initiate and monitor case management activities, especially in relation to more complex matters, escalating where required.
* Assist in the coordination of the Tribunal’s activities to ensure service delivery standards are met.
* Manage records (including electronic records) created and processed by the Tribunal, including the retention and disposal of records.
* Act to ensure that the Registry’s case management objectives are being met, report delays or obstacles and provide assistance to resolve matters within service standards.
* Deliver a range of administrative services that support the Tribunal’s Hearing function in accordance with Tribunal, Departmental and public sector procedures.

# Key challenges

* Displaying initiative and providing a high quality client service in a changing and complex work environment whilst maintaining sensitivity, discretion and a professional manner in handling difficult issues.
* Maintaining and sharing knowledge and understanding of procedural and legislative changes effecting the operation of the Tribunal.
* Identifying and responding to changing workloads and priorities and meeting deadlines within tight timeframes in a high volume environment.

# Key relationships

| **Who** | **Why** |
| --- | --- |
| **Internal** |  |
| Team Leader | For day to day advice and guidance  To seek advice regarding difficult enquiries and complex issues |
| Registry Officers | Provide assistance including dealing with complex matters |
| Team members (within the Division) | Share information on the activities of the Registry, liaise and discuss allocation of resources and seek advice on procedures |
| NCAT staff (in other Divisions) | Develop effective relationships and take part in whole of NCAT activities |
| Tribunal Members | Provide information and obtain information |
| **External** |  |
| Clients including parties to proceedings and legal representatives | Provide accurate and appropriate information as required  Handle complex enquiries and correspondence |

**Role dimensions**

**Decision making**

The role makes independent decisions in relation to issues that are guided by established practices, procedures in relation to day-to-day matters concerning the operation of the Tribunal and the Registry.

The role is responsible for identifying workload and setting priorities.

The role seeks guidance, direction and advice from management where matters are beyond their experience.

**Reporting line**

The role reports to the Team Leader.

**Direct reports**

Nil

**Budget/Expenditure**

Nil

# Key knowledge and experience

Experience in identifying client needs in a high volume, frontline operational environment

# 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 | | | | | **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 | | | | | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | | | | * Seek and apply specialist advice when required * Complete work tasks within set budgets, timeframes and standards * Take the initiative to progress and deliver own work and that of the team or unit * Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals * Identify any barriers to achieving results and resolve these where possible * Proactively change or adjust plans when needed | | | | | | Intermediate | | | | |
| Business Enablers logo | | | | | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | | | | * Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks * Use available technology to improve individual performance and effectiveness * Make effective use of records, information and knowledge management functions and systems * Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | | | | | | 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 |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| 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 | 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 | Intermediate |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | 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 |
| 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 |