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| --- | --- |
| **Portfolio**  | Communities and Justice  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Courts, Tribunals & Service Delivery / Sheriff’s Office |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 1/2 |
| **Role Number** | Generic |
| **ANZSCO Code** | 599211 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 13 March 2025 | **Ref: SO0059** |
| **Agency Website** | [www.dcj.nsw.gov.au](http://www.dcj.nsw.gov.au)  |

***This role description applies to multiple roles across DCJ. 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 Enforcement Services Officer provides a range of administrative services within the Enforcement Operations Centre (‘EOC’) including, data entry, data validation, writing of correspondence, debt recovery support, customer service, disbursement of funds and assisting in enforcement case management. The role will be required to engage with a variety of internal and external client groups in support of these administrative services.

# Key accountabilities

* Support the efficient operation of the EOC by liaising effectively with a wide range of stakeholders by telephone and in writing. All while resolving or escalate issues and providing high quality client interaction.
* Learn about the legal framework for the enforcement of orders made by courts and tribunals and ensure that they are handled appropriately.
* Perform routine financial tasks.
* Adapt to work across a variety of legal jurisdictions with differing administrative requirements.
* Provide a high level of clerical and administrative support to Sheriff’s Officers and the Civil Enforcement Command.
* Use computer systems and case management systems to accurately enter data and perform key tasks.
* Provide high quality client service to all stakeholders.
* Support the effective implementation of improved work practices.

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# Key challenges

* Providing accurate, timely and consistent information and assistance to clients, the Court and the NSW Sheriff’s Office.
* Liaising effectively with members of the community & stakeholders to ensure the effective communication of process and procedure of civil & state debt recovery. All while dealing with challenging clients in an empathic manner, while still achieving business outcomes.
* Obtaining new skills, using different systems and understanding different processes.
* Ensuring the quality of all correspondence produced.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Commander Civil Enforcement Command  | Receives guidance in work practices, more difficult and sensitive matters and performance feedback. |
| Enforcement Coordinator | Receives guidance in work practices, more difficult and sensitive matters and performance feedback. |
| Team Leader EOC | Receives guidance in work practices, more difficult and sensitive matters and performance feedback. |
| Sheriff’s Officers/Team members/ Court Services Client Service Officers | Shares information, provides and seeks assistance, works collaboratively. |
| **External** |  |
| Clients | Handles enquiries and routine correspondence. |

# Role dimensions

## Decision making

As per DCJ Delegations Manual.

## Reporting line

This position reports to the Team Leader EOC.

## Direct reports

Nil

## Budget/Expenditure

Nil

# 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 | **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  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Recognise the importance of customer service and understanding customer needs
* Help customers understand the services that are available
* Take responsibility for delivering services that meet customer requirements
* Keep customers informed of progress and seek feedback to ensure their needs are met
* Show respect, courtesy and fairness when interacting with customers
* Recognise that customer service involves both external and internal customers
 | Foundational  |
| Relationships logo  | **Work Collaboratively**Collaborate with others and value their contribution | * Build a supportive and cooperative team environment
* Share information and learning across teams
* Acknowledge outcomes that were achieved by effective collaboration
* Engage other teams and units to share information and jointly solve issues and problems
* Support others in challenging situations
* Use collaboration tools, including digital technologies, to work with others
 | 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 | * 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  |
| Business Enablers logo | **Finance**Understand and apply financial processes to achieve value for money and minimise financial risk | * Understand that government services budgets are limited and must only be used for intended purposes
* Appreciate the importance of accuracy and completeness in estimating costs and calculating and recording financial information
* Be aware of financial delegation principles and processes
* Understand basic compliance obligations related to using resources and recording financial transactions
 | 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 |
| 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 |
| 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 |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Foundational |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| Business Enablers logo |  |  |  |
| 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 |