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| **Portfolio** | Communities and Justice  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Courts, Tribunals & Service Delivery / Court Services / District Court |
| **Location** | Sydney |
| **Classification/Grade/Band** | Clerk Grade 11/12 |
| **Role Number** | TBC |
| **ANZSCO Code** | 50005314 |
| **PCAT Code** | 1111592 |
| **Date of Approval** | 5 May 2025 | **REF: CATS0243** |
| **Agency Website** | [www.dcj.nsw.gov.au](http://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 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 Executive Officer is responsible for leading and managing the operations of the executive office of the District Court to ensure efficient, effective and timely state-wide delivery of a high standard of appropriate executive support services for the Chief Judge and District Court Judges. The role actively contributes to the development and implementation of strategies, policies, protocols and procedures to support the operational management of Court Services and the Executive Office of the Head of Jurisdiction.

# Key accountabilities

1. Manage the operations of the Executive Office including human, physical and financial resources to ensure that appropriate executive support services are provided to the Chief Judge of the District Court and other relevant judicial officers within the jurisdiction.
2. Provide leadership through the identification and promotion of best practice, benchmarking and the establishment of target service performance standards and client service improvement plans.
3. Contribute to the development, implementation and evaluation of strategic initiatives including policy, procedures and training plans in order to deliver the outcomes identified in corporate and business plans.
4. Provide advice and recommendations to the Head of Jurisdiction and the Executive Director, Court Services in relation to budget and other operational matters.
5. Maintain and develop computerised systems relating to case disposal and rostering to assist in the efficient operations of the relevant jurisdiction.
6. Analyse statistical reports and develop recommendations for appropriate course of action to ensure the Head of Jurisdiction and the Court Services Executive have relevant and appropriate data relating to the operations of the jurisdiction.
7. Provide media liaison support to the Head of Jurisdiction to increase public and client awareness and understanding of the operations of the jurisdiction
8. Work collaboratively with other Executive Officers and business areas within Court Services to ensure ongoing excellence in court processes across jurisdictions.
9. Represent the District Court at meetings committees, working groups and other departmental or interagency teams

# Key challenges

* Maintaining a balance between responsibilities to the Head of Jurisdiction and the administrative responsibility of the Department including managing the Executive Office .
* Influencing strategic change within the Executive Office to enhance quality of client service, efficient procedures and policies whilst decreasing cost and enhancing outcomes in the justice system.
* Establishing open and effective partnerships with Judicial Officers and other stakeholders and identifying opportunities for process improvement to enhance the effectiveness and efficiency of court processes.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Head of Jurisdiction and other Judicial Officers within the Executive Office | Provide executive support services. |
| Regional Director Metro | Provide advice and recommendations and seek guidance. |
| Court Services Executive Group | Contribute to policy and strategic direction  |
| Judicial Officers | Provide executive support services in the management of local issues. |
| District Court State wide listings team | Provides support to the administration of the District Court alongside the Executive Office |
| Court Services Registrars | Consult in relation to operational matters. |
| Departmental Staff | Assist with the preparation of briefing notes |
| NSW Sheriff | Consult in relation to security matters |
| **External** |  |
| Corrective Services NSW, Legal Aid NSW, NSW DPP | Seek information, give information, instruct on process and procedures |
| Legal Profession (NSW Law Society and the NSW Bar Association), members of the judiciary and courts in other jurisdictions | Achieve levels of service and strategic directions expected in Court Services |
| Other public sector agencies/ departments | Clarify or seek information  |

# Role dimensions

## Decision making

The Executive Officer is responsible for all decisions relating to the day-to-day management of the Executive Office. This management role includes the determination of priorities in line with the Court Services Business Plan, the allocation of duties and the evaluation of the performance of staff and providing counselling and feedback to ensure organisational and personal development objectives are achieved.

Decisions made by the role in respect of operational functions will be made after consultation with the Head of Jurisdiction. The role also seeks the advice of the Regional Director Metro, Court Services in respect of decisions, which may have a wider departmental or interdepartmental impact.

## Reporting line

The position is functionally responsible to the Head of Jurisdiction but reports directly to the Regional Director, Metro, Court Services for administrative matters.

## Direct reports

The position has up to 5 direct reports.

## Budget/Expenditure

TBC

# Key knowledge and experience

* Extensive knowledge and understanding of public sector policies, procedures and guidelines including statutory and reporting requirements under the Public Finance Act and Public Sector Employment and Management Act.
* Demonstrated knowledge of case management and listing procedures combined with advanced skills in preparing complex written submissions, reports, general and Ministerial correspondence, policy and briefing notes.

# Essential requirements

* Tertiary qualifications in law/management or equivalent experience combined with policy development, evaluation and implementation skills.

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 | * Model the highest standards of ethical and professional behaviour and reinforce their use
* Represent the organisation in an honest, ethical and professional way and set an example for others to follow
* Promote a culture of integrity and professionalism within the organisation and in dealings external to government
* Monitor ethical practices, standards and systems and reinforce their use
* Act promptly on reported breaches of legislation, policies and guidelines
 | Advanced |
| Personal Attributes logo | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * Act as a professional role model for colleagues, set high personal goals and take pride in their achievement
* Actively seek, reflect and act on feedback on own performance
* Translate negative feedback into an opportunity to improve
* Take the initiative and act in a decisive way
* Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation
 | Advanced |
| Relationships logo  | **Work Collaboratively**Collaborate with others and value their contribution | * Encourage a culture that recognises the value of collaboration
* Build cooperation and overcome barriers to information sharing and communication across teams and units
* Share lessons learned across teams and units
* Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
* Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
 | Adept |
| Relationships logo  | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | * Influence others with a fair and considered approach and present persuasive counter-arguments
* Work towards mutually beneficial ‘win-win’ outcomes
* Show sensitivity and understanding in resolving acute and complex conflicts and differences
* Identify key stakeholders and gain their support in advance
* Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise
* Anticipate and minimise conflict within the organisation and with external stakeholders
 | Advanced |
| Results logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes
* Make sure staff understand expected goals and acknowledge staff success in achieving these
* Identify resource needs and ensure goals are achieved within set budgets and deadlines
* Use business data to evaluate outcomes and inform continuous improvement
* Identify priorities that need to change and ensure the allocation of resources meets new business needs
* Ensure that the financial implications of changed priorities are explicit and budgeted for
 | Adept |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
* Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
* Take account of the wider business context when considering options to resolve issues
* Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
* Implement systems and processes that are underpinned by high- quality research and analysis
* Look for opportunities to design innovative solutions to meet user needs and service demands
* Evaluate the performance and effectiveness of services, policies and programs against clear criteria
 | Advanced |
| Business Enablers logo | **Project Management**Understand and apply effective planning, coordination and control methods | * Understand all components of the project management process, including the need to consider change management to realise business benefits
* Prepare clear project proposals and accurate estimates of required costs and resources
* Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
* Identify and evaluate risks associated with the project and develop mitigation strategies
* Identify and consult stakeholders to inform the project strategy
* Communicate the project’s objectives and its expected benefits
* Monitor the completion of project milestones against goals and take necessary action
* Evaluate progress and identify improvements to inform future projects
 | Adept |
| People Management logo | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | * Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
* Look for ways to develop team capability and recognise and develop individual potential
* Be constructive and build on strengths by giving timely and actionable feedback
* Identify and act on opportunities to provide coaching and mentoring
* Recognise performance issues that need to be addressed and work towards resolving issues
* Effectively support and manage team members who are working flexibly and in various locations
* Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected
* Consider feedback on own management style and reflect on potential areas to improve
 | 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 | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Advanced |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Advanced |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Adept |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Adept |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Adept |

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| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |