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| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Courts, Tribunals & Service Delivery / Court Services |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 9-10 |
| **Role Number** | Various |
| **ANZSCO Code** | 599211 |
| **PCAT Code** | 1119181 |
| **Date of Approval** | 1 July 2016 | **Ref: CATS 0011** |
| **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 role is a Registrar in a medium sized registry or Deputy Registrar in a large court registry and leads a team to meet statutory and administrative obligations and deliver high quality and professional services to clients. The role may also lead a number of smaller registries within the region.

The role leads and develops staff and promotes a working environment that values teamwork, ethical behaviour and good performance to achieve quality service delivery outcomes and organisational objectives and rewards innovation and good performance.

# Key accountabilities

* Provide the Regional Director/Registrar with timely and accurate information advice and reports on operational issues, risks, budgets and progress of reforms
* Manages the efficient and effective operation of the registry ensuring that relevant legislation and policies and procedures are complied with, and supervision of smaller locations as required
* Provides leadership to all court services staff within the area of responsibility, including promoting collaborative and united workforce for sheriff’s officers and court staff, the implementation of strategies that promote ethical behaviour, create a safe working environment, minimise grievances, maximise performance and enhance skills
* Develops and maintains effective working relationships with stakeholders including the judiciary, government agencies, community groups and court users in order to identify needs and maximise the use of resources.
* Performs quasi-judicial functions in accordance with legislation.
* Works collaboratively with the Regional Director, Sheriff Regional Manager and court staff to develop and implement policies and procedures that deliver business and client service improvements across region.
* Contributes to the development and implementation of the Business Plan and regional strategies that meet the identified needs of the court’s diverse set of clients

# Key challenges

* Building staff commitment across the area of responsibility to support and embrace change and reform, and implement effective strategies to overcome barriers to a cohesive court services
* Using innovative leadership to develop a cohesive and dynamic team committed to the delivery of high quality and responsive client services
* Developing and enhancing relationships with stakeholders to ensure a co-ordinated and continuously improving approach to service delivery and to inform regional initiatives

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Regional Director | For guidance, direction and adviceTo provide advice and briefings on key issues including registry operations and budgetTo contribute to the development of regional initiatives that enhance efficiency |
| Staff within the registry | Provides leadership, guidance, advice and support and shares information  |
| Registrars and staff in the region | Providing advice, support and information and collaborating on regional initiatives |
| Judiciary | For procedural advice and guidelinesFor the purpose of consultation on listings and registry practices and co-ordinating resources |
| Sheriff | Receives advice on security issues |
| Corporate services | For guidance and support |
| **External** |  |
| Clients | Handles complex enquiries and correspondence and resolves complaints |
| External agencies | Enhance relationships with key court stakeholders eg: police, Legal Aid, DPP to ensure a co-ordinated approach to service delivery |

# Role dimensions

## Decision making

The role makes independent decisions in relation to the efficient co-ordination of workflow and management of staff and resources and exercises sound discretion and judgment

The role manages assets, financial and human resource issues within the registry subject to approved delegation

The role contributes to the development of Business Plans and strategic initiatives within the region

## Reporting line

The position of Deputy Registrar will report to the Registrar.

The position of Registrar will report to the Regional Director.

## Direct reports

Varies depending on position and location

## Budget/Expenditure

Varies depending on position and location

# Essential requirements

* Capacity to undertake the statutory functions of Registrar

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 | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | * Be flexible, show initiative and respond quickly when situations change
* Give frank and honest feedback and advice
* Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately
* Raise and work through challenging issues and seek alternatives
* Remain composed and calm under pressure and in challenging situations
 | Adept |
| 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 |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience
* Ensure systems are in place to capture customer service insights to improve services
* Initiate and develop partnerships with customers to define and evaluate service performance outcomes
* Promote and manage alliances within the organisation and across the public, private and community sectors
* Liaise with senior stakeholders on key issues and provide expert and influential advice
* Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches
* Ensure that the organisation’s systems, processes, policies and programs respond to customer needs
 | 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 |
| 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 | **Demonstrate Accountability**Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | * Assess work outcomes and identify and share learnings to inform future actions
* Ensure that own actions and those of others are focused on achieving organisational outcomes
* Exercise delegations responsibly
* Understand and apply high standards of financial probity with public monies and other resources
* Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others’ health and safety
* Conduct and report on quality control audits
* Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks
 | Adept |
| 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 |
| People Management logo | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | * Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
* Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
* Develop work plans that consider capability, strengths and opportunities for development
* Be aware of the influences of bias when managing team members
* Seek feedback on own management capabilities and develop strategies to address any gaps
* Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
* Monitor and report on team performance in line with established performance development frameworks
 | Adept |
| People Management logo | **Inspire Direction and Purpose**Communicate goals, priorities and vision, and recognise achievements | * Promote a sense of purpose, and help the team to understand the strategic direction of the organisation and the needs of customers and stakeholders
* Translate broad organisational strategy and goals into tangible team goals and explain the links for the team
* Ensure that team objectives and outcomes lead to the implementation of government priorities and create value for customers and stakeholders
* Work to remove barriers to achieving goals
 | Adept |

# 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 |  |  |  |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |
| People Management logo |  |  |  |
| 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 |