

ROLE DESCRIPTION

Sheriff's Officer

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	Sheriff's Officer	
Role Number	Generic	
ANZSCO Code	599212	
PCAT Code	1119192	
Date of Approval	25 February 2025	Ref: SO 0057
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 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

Sheriff's Officers have law enforcement, security and other court related responsibilities under the direction and supervision of the Officer-in-Charge. The law enforcement duties include serving summonses and enforcing writs, warrants and orders issued out of the various courts. The security duties involve maintaining the security of court complexes and the safety of people attending these complexes.

The other court related duties involve the welfare and support of jurors and day to day support of court room operations. There is flexibility with placement as a Sheriff's Officer, and Officers may be required to move between centres to meet work demands. Sheriff's Office centres and all Sheriff's Officers are expected to be part of that team approach.

Key accountabilities

- Support the efficient operations of the court by providing timely and effective court room support services to Judicial Officers, Associates, witnesses, juror, court users and members of the public.
- Provide high quality client services and court support by keeping order within the courtroom,

identifying, and responding appropriately to the judicial requirements and the needs of persons having business or matters before the courts.

- Undertake Civil enforcement duties including evictions, seizures of goods and chattels, and service of documents in compliance with relevant legislation, policies, and procedures.
- Oversee and supervise witnesses providing their evidence by remote witness as required and in accordance with court procedures and protocols.
- Act as a security presence and provide protective services to court complexes by conducting routine entry searches including monitoring of any surveillances and responding to duress alarms or evacuations.
- Provide effective and professional customer service support to the Judiciary, the legal profession, other Agency clients, members of the public and the Sheriff's Office.
- Accurately enter, retrieve and collate data, and perform database searches within relevant computer systems.
- Support the effective implementation of improved work practices.

Key challenges

- Demonstrate composure, resilience, sensitivity, common sense and initiative when dealing with a diverse range of clients and court proceedings or incidents, including witness testimony.
- Plan and prioritise to effectively manage high volumes of work, working independently in challenging situations.
- Ability to quickly adapt to working in different jurisdictions and/or teams.

Key relationships

Who	Why
Internal	
Officer-in-Charge/ Regional Commander	Receives guidance in work practices, more difficult and sensitive matters and performance feedback.
Judiciary, Registrar, court staff	To facilitate the service and execution of court process. To perform court-related or security duties.
Team members	Shares information, provides and seeks assistance, works collaboratively.
External	
Jurors	To provide information and support.
Victims and Witnesses	To guide and assist victims and witnesses in a sensitive manner, during their encounters with the court.
Creditors / debtors (general public), contractors, other agencies (e.g. Corrective Services)	To facilitate the service and execution of court process. The Officer will give guidance on the duties being performed and the role of the Sheriff's Office.
Legal profession, Police	To perform court-related or security duties.

Role dimensions

Decision making

The role works autonomously according to established routines, practices, and procedures, in relation to day- to-day duties.

The role is responsible for managing own workload once priorities are set and work allocated.

The role seeks advice and guidance where new legislation, rules or policy and procedure has been introduced and in relation to more complex matters.

Reporting line

The role reports to the Officer-in-Charge or may report to a Senior Sergeant/Sergeant depending on posted location.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Good understanding and ability to comply with departmental policies and practices such as harassment prevention, EEO, EAPS, Code of Ethical Conduct, Work, Health, and Safety, Ethical Work Practices, Disability Awareness, and the Aboriginal Cultural Capability Framework.

Essential requirements

- Successful completion of the Sheriff's Officer Recruit Training Program.
- Certificate III in Government to be completed within 12 months of commencement.
- Successful completion of tactical re-certification, and other prescribed training programs mandated in line with Clause 9 of the Crown Employees (Sheriff's Officer) Award 2024 as required.
- Current NSW Driver's Licence, with a provisional P2 licence as a minimum upon entry to service.
- Current First Aid certificate.
- Meet the required health, physical and psychological requirements in accordance with agency standards.

The role is a sworn Sheriff's Officer for the purposes of the *Sheriff Act 2005*. The role may be required to perform the duties of a Court Officer as necessary e.g. Jury processing, payments, systems, empanelment etc.

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](#) 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
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused on challenging situations 	Intermediate
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • 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

**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

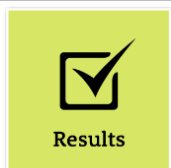
Intermediate

**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

**Demonstrate Accountability**

Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines

- Be proactive in taking responsibility and being accountable for own actions
- Understand delegations and act within authority levels
- Identify and follow safe work practices, and be vigilant about own and others' application of these practices
- Be aware of risks and act on or escalate risks, as appropriate
- Use financial and other resources responsibly

Intermediate

**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	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	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	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	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
 Business Enablers	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