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| --- | --- | --- |
| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Supreme Court of NSW | |
| **Location** | Sydney | |
| **Classification/Grade/Band** | Clerk Grade 3/4 | |
| **ANZSCO Code** | 541211 | |
| **Role Number** | Various – 24200159, 24200160, 24200162, 24200164, 24200166, 24200169, 24200305, 24200308, 24200310, 24200311, 24200312, 24200313, 24200314, 24200315, 24200316, 24200317, 24200318, 24200353 | |
| **PCAT Code** | 1119192 | |
| **Date of Approval** | 20 February 2015 | **REF: SC 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. For the first time, the creation of DCJ and Stronger Communities provides an opportunity to focus on prevention and early intervention across both the social welfare and justice systems.

# Primary purpose of the role

The Senior Client Services Officer role provides more complex administrative services in the Court, including delivering high quality, professional services to clients, supervising staff and providing “hands-on” training and guidance.

The role also includes the responsibilities of Chief Clerk of the Supreme Court of New South Wales and will be required to exercise the functions of a Chief Clerk as required by section 121 of the *Supreme Court Act* 1970, or as specified in an instrument made by the Chief Justice of New South Wales, or in accordance with any other regulation, rule or law.

# Key accountabilities

* Supervises staff including, ensuring output of team is accurate, professional and compliant with time standards, provides training, support and coaching of staff on work that can be trained on the job, for example, procedures and client service delivery.
* Deals with complex enquiries and provides procedural assistance to clients and staff, including researching and interpreting legislation, policy and court rules.
* Liaises directly with clients in a high pressure environment, including the Registry counter or during court proceedings
* Processes court work, to ensure legislative rules and requirements are met, including preparing court listings and liaises with parties and/ or their legal representatives, to ensure that accurate lists and notices are printed in a timely manner.
* Contributes to the development and implementation of initiatives that aim to improve work practices.
* Prepares reports and correspondence.
* Uses computer systems adeptly to enter, retrieve and collate data, as well as provide information on internet /intranet sites.
* Interprets and applies Department policies such as Harassment prevention, EEO, EAPS, Code of Conduct, WH&S, Ethical Work Practices, Disability Awareness and ATSI Strategies.
* May be required to become a Justice of the Peace.

# Key challenges

* Displaying initiative and providing a high quality client service in a changing and complex work environment.
* Developing and supporting a cohesive, efficient and positive team structure with staff who have varying degrees of ability and experience and ensuring staff are developed and supported to adopt new work practices to improve client service standards and to engender cohesive teamwork.
* Maintaining and sharing knowledge and impact of procedural and legislative changes affecting the operations of the Court, to ensure accurate and consistent information and assistance to clients and the Court.
* Adapting to working in different jurisdictions

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Team Leader/Manager | Receives guidance in work practices, more difficult and sensitive matters, and performance feedback |
| Team members | Builds strong and cooperative working relationships to assist achievement of team objectives |
| Judiciary | Consults in wide range of procedural matters and issues related to law. |
| **External** |  |
| Clients  External agencies | Handles enquiries and routine correspondence  Handles enquiries and routine correspondence from the legal profession, members of the public, government agencies and other court users. |

# Role dimensions

## Decision making

* Makes independent decisions in relation to issues that are guided by established practices, procedures and associated roles.
* Manages own work priorities and generally monitors workflow in the team, reporting to the line manager on these issues.
* Seeks guidance, direction and advice from Team Leader/ Manager where matters are beyond their experience

## Reporting line

The role reports directly to Team Leader or Manager.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

Knowledge and a demonstrated ability to apply relevant court policies procedures and guidelines including statutory and reporting requirements.

# Essential requirements

Good Literacy and numeracy 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 | * 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 |
| 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 | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Understand the team and unit objectives and align operational activities accordingly * Initiate and develop team goals and plans, and use feedback to inform future planning * Respond proactively to changing circumstances and adjust plans and schedules when necessary * Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals * Accommodate and respond with initiative to changing priorities and operating environments | | | | Intermediate |
| Results logo | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | * Identify the facts and type of data needed to understand a problem or explore an opportunity * Research and analyse information to make recommendations based on relevant evidence * Identify issues that may hinder the completion of tasks and find appropriate solutions * Be willing to seek input from others and share own ideas to achieve best outcomes * Generate ideas and identify ways to improve systems and processes to meet user needs | | | | 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 |
| People Management logo | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | * Clarify the work required, and the expected behaviours and outputs * Clearly communicate team members’ roles and responsibilities * Contribute to developing team capability and recognise potential in people * Recognise good performance, and give support and regular constructive feedback linked to development needs * Identify appropriate learning opportunities for team members * Create opportunities for all team members to contribute * Act as a role model for inclusive behaviours and practices * Recognise performance issues that need to be addressed and seek appropriate advice | | | | 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 | 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 | Intermediate |
| Relationships logo |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| 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 |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Foundational |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Foundational |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |