

# ROLE DESCRIPTION

## SENIOR REGISTRY OFFICER

<b>Cluster</b>	Justice
<b>Division/Branch/Unit</b>	NSW Civil and Administrative Tribunal
<b>Location</b>	Various
<b>Classification/Grade/Band</b>	Clerk Grade 3/4
<b>ANZSCO Code</b>	531111
<b>Role Number</b>	Generic
<b>PCAT Code</b>	1119192
<b>Date of Approval</b>	7 September 2015
<b>Agency Website</b>	<a href="http://www.ncat.nsw.gov.au">www.ncat.nsw.gov.au</a>

### Primary purpose of the role

Provide a range of quality services and support to enhance and facilitate the operations and administration of the Tribunal.

Support the team leader in leading the team ensuring efficient and effective service delivery.

### Key accountabilities

- Provide information to clients face to face, by phone or in writing, record action taken and follow up where required.
- Receipt and process documents and transactions using the Tribunal's case management system in accordance with NCAT procedures.
- Initiate and monitor case management activities, especially in relation to more complex matters, escalating where required.
- Assist in the coordination of the Tribunal's activities to ensure service delivery standards are met.
- Manage records (including electronic records) created and processed by the Tribunal, including the retention and disposal of records.
- Act to ensure that the Registry's case management objectives are being met, report delays or obstacles and provide assistance to resolve matters within service standards.
- Deliver a range of administrative services that support the Tribunal's Hearing function in accordance with Tribunal, Departmental and public sector procedures.

## Key challenges

- Displaying initiative and providing a high quality client service in a changing and complex work environment whilst maintaining sensitivity, discretion and a professional manner in handling difficult issues.
- Maintaining and sharing knowledge and understanding of procedural and legislative changes effecting the operation of the Tribunal.
- Identifying and responding to changing workloads and priorities and meeting deadlines within tight timeframes in a high volume environment.

## Key relationships

Who	Why
<b>Internal</b>	
Team Leader	For day to day advice and guidance To seek advice regarding difficult enquiries and complex issues
Registry Officers	Provide assistance including dealing with complex matters
Team members (within the Division)	Share information on the activities of the Registry, liaise and discuss allocation of resources and seek advice on procedures
NCAT staff (in other Divisions)	Develop effective relationships and take part in whole of NCAT activities
Tribunal Members	Provide information and obtain information
<b>External</b>	
Clients including parties to proceedings and legal representatives	Provide accurate and appropriate information as required Handle complex enquiries and correspondence

## Role dimensions

### Decision making

The role makes independent decisions in relation to issues that are guided by established practices, procedures in relation to day-to-day matters concerning the operation of the Tribunal and the Registry.

The role is responsible for identifying workload and setting priorities.

The role seeks guidance, direction and advice from management where matters are beyond their experience.

### Reporting line

The position reports to the Team Leader.

### Direct reports

Nil

## Budget/Expenditure

Nil

## Essential requirements





Experience in identifying client needs in a high volume, frontline operational environment

## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct.</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customer</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Understand the team/unit objectives and align operational activities accordingly</li> <li>• Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>• Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>