|  |  |
| --- | --- |
| **Cluster** | Justice |
| **Division/Branch/Unit** | Court Services |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 5-6 |
| **ANZSCO Code** | 531111 |
| **Role Number** | Various |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 21 October 2014 | **Ref:** CATS 0009 |
| **Agency Website** | www.lawlink.nsw.gov.au |

# Agency overview

# The Department of Justice supports the NSW community by providing access to justice services, through the protection of rights and public safety initiatives.

**Court Services** comprises the Local Court, District Court and Sheriff’s Office. There are approximately 1500 staff in the business centre working in over 164 locations throughout the State.

# Primary purpose of the role

The role supervises a team to meet statutory and administrative obligations and deliver high quality and professional services to clients.

The role promotes a working environment that values ethical behaviour and good performance to achieve quality service delivery outcomes and organisational objectives.

The role may be a Registrar or Deputy Registrar in a court registry and will be required to supervise a small team and effectively allocate resources to meet the Department’s requirements. The role may be required to perform some quasi-judicial and procedural functions.

# Key accountabilities

* Supervise staff and allocate resources to ensure registry standards are met and quality services are delivered to clients.
* Implement procedures and training to ensure staff are adequately skilled and informed of procedural and legislative changes to ensure best practice and standards in the delivery of quality services to clients.
* Provide advice and report to senior management on the registry’s operations and contribute to the development of procedural changes that enhance client service and/or improve efficiency
* Contribute to the development and implementation of initiatives that aim to improve work practices.
* Adapts to work in different jurisdictions.
* Promotes Equal Employment Opportunity, Cultural Diversity and Workplace Health and Safety and provides an environment in which individual employees and their skills are valued and respected

**Registrar/Deputy Registrar only**

* Performs some quasi-judicial functions in accordance with legislation

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# Key challenges

* Managing, developing and motivating staff in a busy, changing and complex work environment.
* Implementing training for staff to ensure they are kept up to date with procedural and legislative changes so that an accurate and informative service is provided to clients.
* Contributing to projects that aim to improve client service and/or improve efficiency whilst managing the day to day operations of the registry
* As Registrar/Deputy Registrar, demonstrate judgment and discretion in performing quasi-judicial functions

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Deputy Registrar / Registrar/Senior Registrar  | For guidance, direction and adviceTo provide feedback on staff performance and issues |
| Team members | Provides leadership, guidance, advice and support and shares informationSets goals and priorities and provides feedback on performance  |
| Judiciary | For procedural advice and guidelines |
| **External** |  |
| Clients | Handles complex enquiries and correspondence and resolves complaints |

# Role dimensions

## Decision making

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

The role is responsible for dealing with staff issues within the team at the first instance including performance management. Difficult staff issues, such as those requiring formal discipline or counselling are referred to senior management.

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

## Reporting line

This position reports to the Deputy Registrar/Registrar/Senior Registrar

Direct reports

Varies depending on position and location

Budget/Expenditure

Varies depending on position and location

# Essential requirements

Circuit and relieving staff are required to possess a current Drivers Licence and be willing to travel, including overnight stays.

# 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](file:///%5C%5Cprodmfp1%5Cpjpx-chr%5CShared%5CHR%5CWorkforce%20Planning%20and%20Strategy%5C1%20OD%5Cz%20%20Andrew%5Cwww.psc.nsw.gov.au%5Ccapabilityframework)

## 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** |
|  | Display Resilience and Courage | Intermediate |
| **Act with Integrity** | **Intermediate**  |
| Manage Self | Intermediate |
| Value Diversity | Foundational |
|  | Communicate Effectively | Intermediate |
| **Commit to Customer Service** | **Adept** |
| **Work Collaboratively** | **Intermediate** |
| Influence and Negotiate | Intermediate |
|  | **Deliver Results** | **Intermediate** |
| **Plan and Prioritise** | **Intermediate** |
| Think and Solve Problems | Intermediate |
| Demonstrate Accountability | Intermediate |
|  | Finance | Foundational  |
| **Technology** | **Intermediate** |
| Procurement and Contract Management | Foundational  |
| Project Management | Foundational  |
|  | **Manage and Develop People** | **Intermediate** |
| Inspire Direction and Purpose | Intermediate |
| Optimise Business Outcomes | Intermediate |
| Manage Reform and Change | Intermediate |

## 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** |
| **Personal attributes**Act with Integrity | Intermediate | * Represent the organisation in an honest, ethical and professional way
* Support a culture of integrity and professionalism
* Understand and follow legislation, rules, policies, guidelines and codes of conduct
* Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct.
* Recognise and report misconduct, illegal or inappropriate behaviour
* Report and manage apparent conflicts of interest
 |
| **Relationships**Commit to Customer ServiceWork collaboratively | AdeptIntermediate | * Take responsibility for delivering high quality customer-focussed services
* Understand customer perspectives and ensure responsiveness to their needs
* Identify customer service needs and implement solutions
* Find opportunities to co-operate with internal and external parties to improve outcomes for customers
* Maintain relationships with key customers in area of expertise
* Connect and collaborate with relevant stakeholders within the community
* Build a supportive and cooperative team environment.
* Share information and learning across teams
* Acknowledge outcomes which were achieved by effective collaboration
* Engage other teams/units to share information and solve issues and problems jointly
* Support others in challenging situations
 |
| **Results**Deliver resultsPlan and Prioritise | IntermediateIntermediate | * Complete work tasks to agreed budgets, timeframes and standards
* Take the initiative to progress and deliver own and team/unit work
* Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals
* Seek and apply specialist advice when required
* Understand the team/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 impact on the achievement of team/unit goals
* Accommodate and respond with initiative to changing priorities and operating environments.
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| **Business Enablers**Technology**People Management**Manage and Develop People | IntermediateIntermediate | * Apply computer applications that enable performance of more complex tasks
* Apply practical skills in the use of relevant technology
* Make effective use of records, information and knowledge management functions and systems
* Understand and comply with information and communications security and acceptable use policies
* Support the implementation of systems improvement initiatives and the introduction and roll out of new technologies.
* Ensure that roles are clearly communicated.
* Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks.
* Develop team capability and recognise and develop potential in people
* Be constructive and build on strengths when giving feedback
* Identify and act on opportunities to provide coaching and mentoring
* Recognise performance issues that need to be addressed and work towards resolution of issues.
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