ROLE DESCRIPTION

Registrar/Deputy Registrar/Office Manager/Team Leader

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 5-6
Role Number	Various
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	6 December 2022 **Ref: CATS 0009**
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 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

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 advice To provide feedback on staff performance and issues
Team members	Provides leadership, guidance, advice and support and shares information Sets 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.

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**

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Personal Attributes	**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	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept
Relationships	**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	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
		• Use collaboration tools, including digital technologies, to work with others	
Results	**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
Results	**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
Business Enablers	**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,	Intermediate

		• information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	
People Management	**Manage and Develop People** Engage and motivate staff, and develop capability and potential in others	• Collaborate to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely and actionable feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolving issues • Effectively support and manage team members who are working flexibly and in various locations • Create a safe environment where team members' diverse backgrounds and cultures are considered and respected • Consider feedback on own management style and reflect on potential areas to improve	Intermediate

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	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	Foundational
Relationships	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	Intermediate
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	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
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	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