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| --- | --- |
| **Cluster** | Justice |
| **Division/Branch/Unit** | Land and Environment Court |
| **Location** | Sydney |
| **Classification/Grade/Band** | Clerk Grade 1-2 |
| **ANZSCO Code** | 531111 |
| **Role Number** | 50006923, 50006916 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 19 January 2016 |
| **Agency Website** | http://www.lec.justice.nsw.gov.au/ |

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The Land and Environment Court of New South Wales is a specialist environmental and planning court with a wide jurisdiction responsible for interpreting and enforcing environmental law in NSW. The court is a superior court of record and has a statutory jurisdiction established by the Land and Environment Court Act 1979 with 8 classes of proceedings consisting of both civil and criminal jurisdiction. The Court has 6 judges who have the same status as judges of the Supreme Court and 9 Commissioners who have qualifications as set out in the Act, as well as Acting Commissioners.

The Registry provides a wide range of services to Court users and the NSW community, and support services to the judiciary and commissioners.

# Primary purpose of the role

The Commissioner Support Officer provides administrative, clerical and secretarial support services to the Commissioners and Registrars of the Land and Environment Court and assists in the provision of the general administrative support services in the registry.

# Key accountabilities

* Provides audio-typing and word processing of judgments, decisions, orders, reports, conditions of development consent, correspondence and conciliation conference reports including the proof-reading of completed documents to ensure accuracy.
* Provides a high level of clerical, administrative and secretarial support to the commissioners and the registrars, including the preparation of documents, ordering of transcripts, preparation of PowerPoint slides and liaising with parties on behalf of the commissioners and registrars by telephone and/or in writing.
* Performs clerical duties for the registry including filing, data entry, answering routine telephone enquiries from court users and assisting at the registry counter if required.
* Prepares Justice SAP payment vouchers for payment to commissioners and organises booking flight arrangements for the commissioners and registrars
* Uses computer systems to accurately enter data on the Court’s case management system, update file and exhibit movements, record case outcomes on the case management system, prepare judgment coversheets and publish written judgments of commissioners and registrars.
* Files and maintains accurate records including correspondence and reports relating to the post-judicial process as required by commissioners.
* Provides high quality client services through liaising with parties on behalf of commissioners and responding to enquiries in relation to cases managed by the commissioners.
* Performs court officer duties for short matters including court mentions, telephone mentions, the delivery of reserved judgments and short directions hearings.

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# Key challenges

* Displays initiative and provides a high quality client service in a high a volume, changing and complex work environment with competing demands
* Prioritises and accurately completes a large volume of work within timeframes whilst maintaining a consistently high degree of accuracy and quality of output
* Ability to liaise effectively with members of the judiciary, the commissioners and other stakeholders to ensure the efficient running of the court and registry

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Registrar | Receives guidance in registry practice and procedure, more difficult and sensitive matters and performance feedback. |
| Manager, Registrars and Commissioners | Takes instructions on work that is required to be completed or support services required to be provided; liaises regarding urgency and priority of the work |
| Manager | Receives guidance in and feedback on work practices, on managing competing demands, more difficult and sensitive matters, and performance feedback. |
| Team members | Shares information, provides and seeks assistance, works collaboratively to manage demands of commissioners and registrars |
| Judiciary | Supports the operations of the Court and works in cooperation with the Judiciary, Commissioners and Registrars; and takes |
| **External** |  |
| Clients | Handles enquiries and routine correspondence from the legal profession, members of the public, government agencies and other court users |

# Role dimensions

## Decision making

All word processing, drafting of documents and typing work is prepared in accordance with established guidelines but are returned to the relevant commissioner or registrar for checking and certification before publication

The role works with one other commissioner support officer but tasks are completed autonomously according to established routines, practices and procedures.

The role is responsible for prioritising and managing own workload together with the other commissioner support officer.

The role seeks guidance, direction and advice from management where matters are beyond their experience, or from commissioners or registrars where instructions are not clear or appropriate.

## Reporting line

This position reports to the Manager, Listings

## Direct reports

Nil

## Budget/Expenditure

Nil

# Essential requirements

Good clerical and computer skills including data entry and word processing (over 50 wpm), and experience with MS Word and Excel.

# 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:///\\prodmfp1\pjpx-chr\Shared\HR\Workforce%20Planning%20and%20Strategy\1%20OD\z%20%20Andrew\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** |
|  | Display Resilience and Courage | Foundational |
| Act with Integrity | Foundational |
| **Manage Self** | **Intermediate** |
| Value Diversity | Foundational |
|  | Communicate Effectively | Foundational |
| Commit to Customer Service | Foundational |
| **Work Collaboratively** | **Intermediate** |
| Influence and Negotiate | Foundational |
|  | Deliver Results | Intermediate |
| **Plan and Prioritise** | **Intermediate** |
| Think and Solve Problems | Foundational |
| Demonstrate Accountability | Foundational |
|  | Finance | Foundational |
| **Technology** | **Foundational** |
| Procurement and Contract Management | Foundational |
| Project Management | Foundational |
|  | Manage and Develop People | N/a |
| Inspire Direction and Purpose | N/a |
| Optimise Business Outcomes | N/a |
| Manage Reform and Change | N/a |

## 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**  Manage Self | Intermediate | * Adapt existing skills to new situations * Show commitment to achieving work goals * Show awareness of own strengths and areas for growth and develop and apply new skills * Seek feedback from colleagues and stakeholders * Maintain own motivation when tasks become difficult |
| **Relationships**  Work Collaboratively | Intermediate | * Build a supportive and co-operative 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**  Plan and Prioritise | Intermediate | * 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 |
| **Business Enablers**  Technology | Foundational | * Display familiarity and confidence in the use of core office software applications or other technology used in role * Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation * Understand information, communication and document control policies and systems, and security protocols * Comply with policies on acceptable use of technology |