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| --- | --- | --- |
| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Courts, Tribunals and Service Delivery /Court Services | |
| **Location** | Various | |
| **Classification/Grade/Band** | Clerk Grade 1-2 | |
| **Role Number** | Generic | |
| **ANZSCO Code** | 599211 | |
| **PCAT Code** | 1119192 | |
| **Date of Approval** | 21 October 2014 | **Ref: CATS 0007** |
| **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 Client Services Officer provides a range of clerical and administrative services including, but not limited to, responding to client enquiries, data entry and records management. In Local Courts, the Client Services Officer is primarily involved in assisting in the operation of court rooms.

# Key accountabilities

* Supports the efficient operation of the court including liaising effectively with a wide range of stakeholders.
* Anticipates the requirements of the judiciary and other key stakeholders in the courtroom environment and provides a timely and effective response
* Provides a high level of clerical and administrative support to the court and registry
* Uses computer systems to accurately enter data
* Provides high quality client services
* Supports the effective implementation of improved work practices.
* Adapts to work in different jurisdictions.
* Complies with department policies and practices such as Harassment prevention, EEO, EAPS, Code of Conduct, WH&S, Ethical Work Practices, Disability Awareness, ATSI Strategies.

# Key challenges

* Provides accurate, timely and consistent information and assistance to clients and the court.
* Able to liaise effectively with members of the judiciary and other stakeholders to ensure the efficient running of the court
* Able to quickly adapt to working in different jurisdictions and in different teams.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Deputy Registrar / Registrar / Senior Client Services Officer | Receives guidance in work practices, more difficult and sensitive matters and performance feedback |
| Team members | Shares information, provides and seeks assistance, works collaboratively |
| Judiciary | Supports the operations of the court and works in cooperation with the Judiciary in the Courtroom |
| **External** |  |
| Clients | Handles enquiries and routine correspondence |

# Role dimensions

## Decision making

The role works autonomously according to established routines, practices and procedures, in relation to day-to-day matters concerning the operation of the court and registry

The role is responsible for managing own workload once priorities are set and work allocated.

The role seeks advice and guidance where new legislation, rules or policy and procedure has been introduced and in relation to more complex matters.

## Reporting line

This role reports to the Deputy Registrar / Registrar / Senior Client Services Officer

## Direct reports

Nil

## Budget/Expenditure

Nil

# 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](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 | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | * Be willing to develop and apply new skills * Show commitment to completing assigned work activities * Look for opportunities to learn and develop * Reflect on feedback from colleagues and stakeholders | | | Foundational | |
| 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 | **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 | |
| Business Enablers logo | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | * Display familiarity and confidence when applying technology used in role * Comply with records, communication and document control policies * Comply with policies on the acceptable use of technology, including cyber security | | | 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 | Foundational |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Foundational |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Foundational |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Foundational |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| 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 |