|  |  |
| --- | --- |
| **Cluster** | Justice |
| **Division/Branch/Unit** | Court Services |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 9-10 |
| **ANZSCO Code** | 599211 |
| **Role Number** | TBA |
| **PCAT Code** | 1119181 |
| **Date of Approval** | 20 March 2017 |
| **Agency Website** | www.justice.nsw.gov.au |

# Primary purpose of the role

The role is a Registrar leading online registry services to meet statutory and administrative obligations and deliver high quality and professional services to clients. The role not only undertakes statutory obligations as a Registrar for the purposes of the online registry but leads the engagement of client groups to embed online services as the preferred choice for filing. The role also leads and coordinates state-wide innovation projects focused on future service delivery.

The role leads a small team, and works collaboratively with other Registrars and the Regional Director to promote a working environment that values teamwork, ethical behaviour and good performance to achieve quality service delivery outcomes and organisational objectives and rewards innovation and good performance.

# Key accountabilities

* Provides the Regional Director and key stakeholders with timely and accurate information and advice and reports on operational issues, risks, budgets and progress of the online registry program.
* Leads, manages and oversees all aspects of the online registry project and implementation including staff, delivery and monitoring of the project plan, establishing and maintaining client service standards, identifying gaps and opportunities to improve service delivery and coordinating resources and managing the budget.
* Liaises with ongoing client groups and stakeholders and monitor service provision and feedback. Actively engages new client groups to encourage take up of online filing services. Lead and coordinate state-wide innovation projects and initiatives focused on future service delivery.
* Provides leadership to all court services staff within the area of responsibility, including promoting collaborative and united workforce for sheriff’s officers and court staff. Contributes to the development and implementation of strategies that promote ethical behaviour, create a safe working environment, minimise grievances, maximise performance and enhance skills
* Influence and negotiate with Registrars and clients regarding take-up and opportunities to expand e-filing services.
* Provide high level advice and support to team members including Legal E-Services in undertaking tasks and implementing project plans as required.
* Performs quasi-judicial functions and statutory requirements of Registrar in accordance with legislation.
* Works collaboratively with the Regional Director, Sheriff Regional Manager and court staff to develop, implement and amend policies and procedures that delivers business and client service improvements across region and contributes to the development and implementation of the Business Plan and regional strategies that meet the identified needs of the court’s diverse set of clients

.

# Key challenges

* Dealing with complex and sensitive issues to ensure effective stakeholder management and project implementation and managing expectations and resolving issues with clients and other stakeholders while adapting to new and increasing levels of demand for online registry services.
* Building staff commitment across the area of responsibility to support and embrace change and reform, and implement effective strategies to overcome barriers to a cohesive court services including internal and external stakeholder engagement to promote e-filing as the preferred choice of lodging documentation.
* Meeting project deadlines and budget in line with agreed standards and milestones.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Regional Directors | For guidance, direction and adviceTo provide advice and briefings on key issues including online registry operations and budgetTo contribute to the development of regional initiatives that enhance efficiency |
| Staff within the Registry | Provides leadership, guidance, advice and support and shares information  |
| Registrars and staff in the region | Providing advice, support and information and collaborating on regional initiatives |
| Judiciary | For procedural advice and guidelinesFor the purpose of consultation on listings and registry practices and co-ordinating resources |
| Sheriff | Receives advice on security issues |
| Corporate services | For guidance and support |
| **External** |  |
| Clients | Handles complex enquiries and correspondence and resolves complaints |
| External agencies | Enhance relationships with key stakeholders eg: police, legal profession, Legal Aid, DPP, judiciary to ensure increasing levels of online registry services |

# Role dimensions

## Decision making

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

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

The role leads and contributes to the development of Business Plans and strategic initiatives..

## Reporting line

This position reports to the Regional Director.

## Direct reports

TBC direct reports to this role.

## Budget/Expenditure

Varies depending on position and location

# Essential requirements

Capacity to undertake the statutory functions of Registrar.

# 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** | **Adept** |
| **Act with Integrity** | **Advanced** |
| Manage Self | Adept |
| Value Diversity | Intermediate |
|  | Communicate Effectively | Adept |
| **Commit to Customer Service** | **Advanced** |
| **Work Collaboratively** | **Adept** |
| Influence and Negotiate | Adept |
|  | **Deliver Results** | **Adept** |
| Plan and Prioritise | Intermediate  |
| Think and Solve Problems | Intermediate |
| **Demonstrate Accountability** | **Adept** |
|  | Finance | Intermediate |
| **Technology** | **Intermediate** |
| Procurement and Contract Management | Intermediate |
| **Project Management** | **Adept** |
|  | **Manage and Develop People** | **Adept** |
| 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**Display Resilience and Courage | Adept | * Be flexible, show initiative and respond quickly when situations change
* Give frank and honest feedback/advice
* Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively
* Raise and work through challenging issues and seek alternatives
* Keep control of own emotions and stay calm under pressure and in challenging situations
 |
| **Personal Attributes**Act with Integrity | Advanced | * Model the highest standards of ethical behaviour and reinforce them in others
* Represent the organisation in an honest, ethical and professional way and set an example for others to follow
* Ensure that others have a working understanding of the legislation and policy framework within which they operate
* Promote a culture of integrity and professionalism within the organisation and in dealings external to government
* Monitor ethical practices, standards and systems and reinforce their use
* Act on reported breaches of rules, policies and guidelines
 |
| **Relationships**Commit to Customer Service | Advanced | * Promote a culture of quality customer service in the organisation
* Initiate and develop partnerships with customers to define and evaluate service performance outcomes
* Promote and manage alliances within the organisation and across the public, private and community sectors
* Liaise with senior stakeholders on key issues and provide expert and influential advice
* Identify and incorporate the interests and needs of customers in business process design
* Ensure that the organisation's systems, processes, policies and programs respond to customer needs
 |
| **Relationships**Work Collaboratively | Adept | * Encourage a culture of recognising the value of collaboration
* Build co-operation and overcome barriers to information sharing and communication across teams/units
* Share lessons learned across teams/units
* Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
 |
| **Results**Deliver Results | Adept | * Take responsibility for delivering on intended outcomes
* Make sure team/unit staff understand expected goals and acknowledge success
* Identify resource needs and ensure goals are achieved within budget and deadlines
* Identify changed priorities and ensure allocation of resources meets new business needs
* Ensure financial implications of changed priorities are explicit and budgeted for
* Use own expertise and seek others' expertise to achieve work outcomes
 |
| **Results**Demonstrate Accountability | Adept | * Assess work outcomes and identify and share learnings to inform future actions
* Ensure that actions of self and others are focused on achieving organisational outcomes
* Exercise delegations responsibly
* Understand and apply high standards of financial probity with public monies and other resources
* Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others
* Conduct and report on quality control audits
* Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
 |
| **Business Enablers**Technology | Intermediate | * 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
 |
| **Business Enablers**Project Management | Adept | * Prepare clear project proposals and define scope and goals in measurable terms
* Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
* Prepare accurate estimates of costs and resources required for more complex projects
* Communicate the project strategy and its expected benefits to others
* Monitor the completion of project milestones against goals and initiate amendments where necessary
* Evaluate progress and identify improvements to inform future projects
 |
| **People Management**Manage and Develop People | Adept | * Define and clearly communicate roles and responsibilities to achieve team/unit outcome
* Negotiate clear performance standards and monitor progress
* Develop team/unit plans that take into account team capability, strengths and opportunities for development
* Provide regular constructive feedback to build on strengths and achieve results
* Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way
* Monitor and report on performance of team in line with established performance development frameworks
 |