



Job Description Form

Department of the Attorney General Purpose

To provide high quality and accessible justice, legal, registry, guardianship and trustee services which meet the needs of the community and government.

Position Title Supervising Customer Service Officer		
Effective Date May 2014	Position Number 009015	Level 3
Division Court and Tribunal Services	Directorate Magistrates Court and Tribunals	Branch Magistrates Court of WA - Albany

Divisional Outcomes

To provide modern, responsive and affordable court, tribunal and other services that meet the needs of the community and judiciary.

Directorate Outputs

Output 1: Judiciary and judicial support
Output 2: Case processing
Output 3: Enforcement of criminal and civil court orders
Output 4: Enhance Aboriginal services throughout the state

Branch Outputs

Output 1: Judiciary and judicial support
Output 2: Case processing
Output 3: Enforcement of criminal and civil court orders
Output 4: Enhance Aboriginal services throughout the state

Role Of This Position

Coordinates the physical and human resources for a work team with the Magistrates Court of WA.

Provides an advisory service to all internal and external customers in relation to the practice and procedures of the Magistrates Court of Western Australia.

May be asked to perform other duties as required.

May be required to perform relieving duties at other court locations within the various regions.

May be required to accompany the judicial officer on circuit within the region travelling by vehicle or aircraft.

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Responsibilities Of This Position
<p>Corporate Citizenship Demonstrate high standards and practice of ethical conduct and behaviour as required under the Departments frameworks of Code of Conduct and Public Sector Code of Ethics. Demonstrate a commitment to the ethos of Equal Employment Opportunity principles through personal conduct and daily interaction with colleagues. Demonstrate commitment to the legislative obligations set out in the <i>Occupational Health and Safety Act 1984</i>.</p> <p>Occupational Safety and Health Take reasonable care to ensure your own safety and health, and that of others at work, and comply with the department's policies and any other direction given for safety and health in the workplace.</p> <p>Teamwork Participates constructively and positively within the workplace by building effective teams to achieve tasks on time and in an efficient manner.</p> <p>People Management Plans, schedules and controls daily work activity. Is responsible for the day to day supervision of staff including ongoing monitoring of staff performance, delegation of duties, staff development, and induction of new staff. On the job training of the team.</p> <p>Service Delivery Ensures delivery of quality advice, interaction and assistance to all internal and external customers of the Court and provides support services to the Registry Manager.</p> <p>Services include but are not limited to the following:</p> <ul style="list-style-type: none"> • Provides assistance to the Registry Manager on a range of issues, including Human Resource issues. • Plans, schedules and monitors the workload within the team. • Maintains timely management and movement of documents and files. • Liaises with internal and external court issues to ensure the provision of timely accurate and detailed level of service. • Collects statistical information on a daily basis. • Deals with difficult client enquiries and correspondence. • Provides advice on Court practices and procedures to all client groups. • Prepares and verifies court accounting information. • Provides direction and support to achieve the outcomes of the team. • Ensures effective two-way communication between management and staff. • Provides high-level assistance to the Registry Manager in staff management, performance management, training and development. <p>Policy and Procedures Contributes to the development of and assists in the implementation of strategies to meet legislative changes and practice and procedure. Ensures compliance with relevant legislation.</p> <p>Information and Knowledge Management Ensures effective and accurate document preparation, control and retrieval for the Court. Collects and monitors data and ensures a high level of accuracy of data into records management systems.</p> <p>Cultural Change Participates within and contributes to a positive and innovative workplace environment.</p> <p>Continuous Improvement Participates in the identification and application of opportunities within the court.</p>

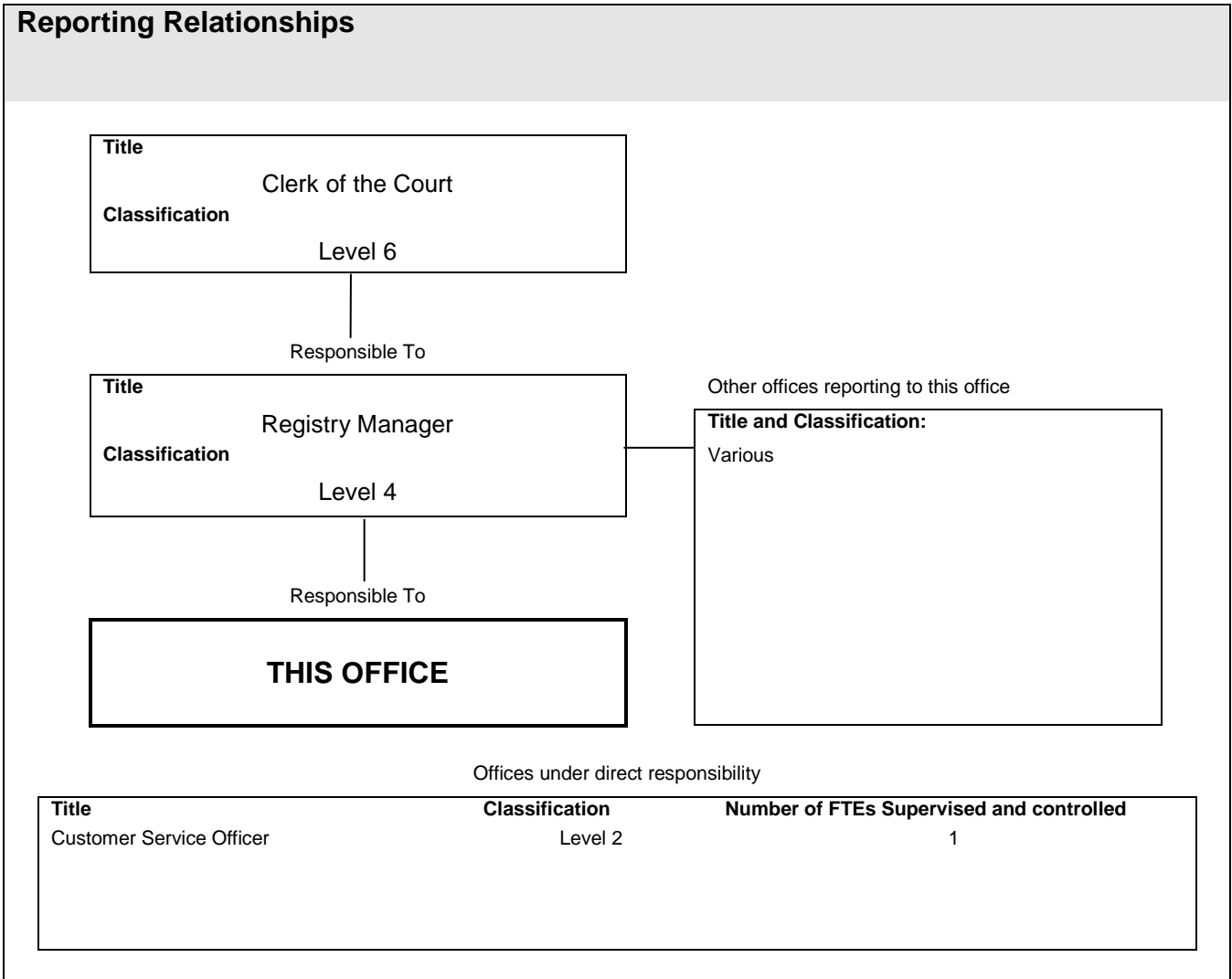
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Work Related Requirements

The following work-related requirements will be assessed at different stages of the selection process.

Essential Criteria	Behavioural Indicators
Shapes and Manages Strategy	<ul style="list-style-type: none"> Understands reasons for decisions and can explain how they are relevant to colleagues and clients. Knows where to find information and uses common sense to research, analyse and make evidence-based recommendations.
Achieves Results	<ul style="list-style-type: none"> Reschedules and reorganises work to reflect changes in priority. Applies and develops capabilities to meet performance expectations, demonstrates knowledge of new programs, products or services relevant to the position. Ensures effective and accurate maintenance, control and retrieval of files.
Builds Productive Relationships/Team Work	<ul style="list-style-type: none"> Responds to changes in client needs and expectations, managing progress and providing prompt and courteous service. Builds and maintains relationships with team members, colleagues and clients. Shares information with team, seeks input from others, contributes to team discussions and ensures others are kept informed.
Exemplifies Personal Integrity and Self Awareness	<ul style="list-style-type: none"> Adheres to the Code of Conduct and behaves in an honest, professional and ethical way. Provides accurate information, checks and confirms accuracy prior to release. Ability to deal with highly sensitive and confidential matters in a discreet and professional manner.
Communicates Effectively	<ul style="list-style-type: none"> Listens and asks questions to ensure understanding, checks own communication has been understood. Discusses issues thoughtfully, treats others' opinions respectfully.
Knowledge	<ul style="list-style-type: none"> Knowledge of or experience in court practices and procedures. Understands legislation and contributes to the implementation of strategies to meet legislative changes.

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LOCATION AND ACCOMMODATION State location. If accommodation is available give details such as department/G.E.H.A., free/rental, etc.	LOCATION ACCOMMODATION
ALLOWANCES/SPECIAL CONDITIONS State allowances and conditions applicable.	

Certification The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.	
DELEGATED AUTHORITY APPROVAL <i>As per the Human Resource Management Delegations</i>	
Delegated Authorities Name	Ray Warnes
Signature	
Date	