



# Job Description Form

## Manager Customer Services

### Family Court of Western Australia

#### Position details

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Classification Level: 6

Award/Agreement: Public Service Award 1992 / Public Sector CSA Agreement  
(and subsequent agreements)

Position Status: Permanent

Organisation Unit: Court and Tribunal Services, Higher Courts

Physical Location: Perth CBD

#### Reporting relationships

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Responsible to: 1297 Executive Manager Family Court of WA - Level 8

**This position: 001231, 023025 Manager Customer Services - Level 6**

Direct reports: 019617,019616 Team Leader Customer Services – Level 5  
2960 Childminder – Level 1

#### Overview of the position

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The Higher Courts is accountable for delivering, together with the judiciary, court and tribunal services that uphold the rights of the community.

The Manager Customer Services ensures that registry and other services delivered by the Family Court of Western Australia (FCWA) meet the needs of customers, the community, and the judiciary. Leads the customer service team in the delivery of high-quality services including the registry public counter, call centre, records and subpoenas functions and drives process improvements in those areas.

#### Job description

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As part of the Family Court team, the successful applicant will be expected to:

- Work to improve communication and model integrity and respect in all interactions.
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity.

- Operate within the chain of command to coordinate activities required to meet the Department's strategic objectives.
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.
- Facilitate cultural and management reforms within the Family Court and the Department through leadership and engagement.
- Represent the Family Court and Department's interest on committees and working groups as required.

### **Role specific responsibilities**

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#### **Leadership and Resource Management**

- Coaches and mentors Team Leaders to operate effectively and achieve targets.
- Models effective leadership behaviours - managing upwards, downwards and across functional areas.
- Is accountable for recruitment, and selection, performance management, succession planning and for the overall training and development of all teams under their control.
- Administers and manages human resources for the team by implementing strategies to drive productivity and deliver efficiencies.

#### **Management**

- As a member of the registry management team, participates and contributes effectively to the development of business plans for the court in consultation with the judiciary and the design and implementation of the Court's services; undertakes research and analysis to inform the planning process. This includes development of operational plans for the branch in consultation with Team Leaders.
- Identifies customer needs and develops services that meet those needs. Sets and monitors customer service standards and monitors performance against those standards.
- Drives process improvement, operating a continuous improvement program to review and enhance the service delivery model of the court.
- Contributes to the development of budget and financial management for the Court.
- Is accountable for knowledge management within teams including the development and maintenance of process and procedures.
- Identifies and manages risk within the team and the court.

#### **Stakeholder Relationships**

- Ensures effective communication within and outside the team through appropriate communication strategies and systems.
- Works closely with the judiciary to ensure an effective communication flow.
- Liaises and consults with internal and external parties including other courts services personnel, government and non-government referral services that offer support to

families, key stakeholders, service providers and external agencies. (Justices of the Peace, Family Law Practitioners Association of WA, Department of Communities, WA Police).

- Represents the FCWA on internal and external committees as required, including judicial management committees under direction of the Executive Manager, FCWA.
- Undertakes public relations; in particular, ensuring that stakeholders are aware of new initiatives and FCWA procedural requirements, including content management of the FCWA website and management of the interaction with all people contacting the court.
- Prepares and responds to customer feedback, correspondence and ministerials.

### **Service Delivery**

- Is accountable for delivering service excellence at the public counter, call centre, website queries and complaints.
- Is accountable for timely and accurate processing of documents lodged at the court.
- Is accountable for the provision of effective records services including matter and administrative records, exhibits and subpoenaed items, and mail services.
- Manages all court customer services including information, advisory and document management services.

### **Project Management**

- Effectively manages projects to deliver outcomes aligned to excellent customer service which meet the needs of customers and the community.

Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

### **Job related requirements**

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In the context of the roles specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

### **Shapes and Manages Strategy**

The ability to:

- understand the Department's objectives and links to the whole-of-government agenda, understand the strategic direction and objectives of the business unit and the factors that may impact on work plans and operational goals.
- scan the environment to monitor priorities and keep self and other stakeholders informed on critical factors and issues.
- think laterally, be innovative, identify and work collaboratively to overcome challenges and implement change and reform program initiatives are important for this role.

### **Achieve Results**

The ability to:

- evaluate individual, team and project/program performance.

- apply and develop capabilities to meet performance expectations.
- identify areas of improvement and initiate changes to ensure positive outcomes.
- deal positively with uncertainty and cope in a changing environment.
- able to determine appropriate actions despite a lack of clarity.
- focus on quality, adherence to current procedures and managing projects to completion within a set timeframe.

### **Builds Productive Relationships**

The capacity to:

- network effectively in order to build and sustain relationships with key stakeholders, team members and other staff in the agency.
- actively listen to staff, colleagues, clients and stakeholders, and encourage engagement and recognise others contribution.
- work with staff to identify development areas and identifies learning for self and shares with others.

### **Exemplifies Personal Integrity and Self-Awareness**

A demonstrated ability to:

- a high level of personal commitment to integrity, professionalism, probity, and personal development
- adhere to the Code of Conduct
- constructively challenge issues, discuss alternatives to progress issues, meet objectives, follow up to finalise work, maintain a positive outlook.
- engage with risk by providing impartial and clear advice, constructively challenging issues and proposing solutions.
- actively identify potential risk issues and reports to management.

### **Communicates and Influences Effectively**

- A demonstrated ability to present messages confidently and persuasively and to successfully listen, understand and adapt to a range of audiences.

### **Highly Desirable**

- Knowledge of court operations and protocols
- Possess or progress towards a relevant tertiary qualification.

### **Special requirements/equipment**

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Nil

### **Certification**

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The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Deputy Director General Court and Tribunal Services

Signature: \_\_\_\_\_ Date: September 2024

HR certification date: September 2024