



<b>Position title</b> Manager Court Operations		<b>Position number</b> 3039
<b>Classification level</b> Level 7	<b>Award/Agreement</b> PSA 1992 / PS CSA Agreement	<b>Effective date</b> November 2024
<b>Division and Directorate</b> Court and Tribunal Services Magistrates Court and Tribunals	<b>Branch</b> Court Operations	<b>Location</b> Perth CBD

Mission	Principles	Values
<ul style="list-style-type: none"> <li>A fair, just and safe community for all Western Australians</li> </ul>	<ul style="list-style-type: none"> <li>High performing and professional</li> <li>Ethical and accountable</li> <li>Trained, safe and supported</li> </ul>	<ul style="list-style-type: none"> <li>Respecting rights and diversity</li> <li>Fostering service excellence</li> <li>Being fair and reasonable</li> </ul>

## Reporting relationships

Responsible to:	005873	Level 8	Executive Manager Magistrates Court Perth
<b>This position:</b>	<b>3039</b>	<b>Level 7</b>	<b>Manager Court Operations</b>
Direct reports:	3049	Level 5	Judicial Support Coordinator
	022090	Level 5	Wardens Court Coordinator
	3030	Level 5	Chambers Administrator
	3075	Level 4	Listings Coordinator

## About this position

The Magistrates Court and Tribunals Directorate is accountable for

- 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

This position ensures that listing, judicial support and case management services meets the needs of clients, the Judiciary and the court. The position manages the development of Registry initiatives of the Magistrates Court of WA at Perth.

## Key deliverables – what this position involves

- Provides leadership and support to achieve the outcomes of the Listings Teams and the division as a whole. Communicates effectively to ensure change is managed appropriately throughout the areas of operation.
- Actively contributes to the development of Business Plans within the Magistrates Courts and Tribunals Directorate. Further development of operational plans for the Region. Undertakes research and critical analysis to inform the planning process.

- Implements organisational policy, procedures and legislation. Contributes to the development of operational level policy, legislation and practice directives in conjunction with the Judiciary. Undertakes research and critical analysis to inform the development of policy and practice directives
- Ensures effective communication within and outside the court/jurisdiction through appropriate communication strategies and systems. Works closely with the internal/external parties such as customers, court services personnel, solicitors and other agencies. Works closely with the Judiciary to ensure the provision of case management, listings and judicial support services. Provision of advice to stakeholders, including Ministerial and customer feedback responses.
- Is accountable for effective customer focused delivery of listings and judicial support services to the Court and Judiciary. Monitors and reports on Case Management and Listings performance, including the collection and analysis of statistics. Ensures that resources including human, financial and physical are available and effectively deployed to meet operational requirements.
- Contributes to and implements continuous improvement strategies for teams under control. Takes a division wide approach to continuous improvement for systems, technology and processes and implementation of new systems.
- Manages human resources for Judicial Listings Team under control by planning schedules and control of daily work activity and building effective teams. Is responsible for recruitment, selection, performance management, succession and training and development of staff, including judicial and secretarial staff. Manages FTE resources including back up or relief/leave management for the Court.
- Monitors to ensure the effective use of information and knowledge for Listings and Judicial Support Teams. Informs and contributes to the development of strategies for information and knowledge management.
- Demonstrate a commitment to adhere to the Department's Code of Conduct, Public Sector Commission's Ethical Foundations and Equal Employment Opportunity legislation
- Demonstrates the expected behaviours of the context for this role
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

## Leadership context – our expectations of you

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

For this role, you will be someone who exhibits behaviours and mindsets within the leadership context of [Leading Leaders](#).

Essential selection criteria – what you need to bring to this role	
<b>1 Role specific requirements</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience in the operation of Court practices and procedures.</li> </ul>
<b>2 Lead collectively</b> Seek and build key relationships, work together and focus on the greater good.	<ul style="list-style-type: none"> <li>• Considers the impact on others when making decisions.</li> <li>• Can translate and communicate objectives into strategic projects and key performance areas.</li> <li>• Builds relationships and leverages these to meet objectives.</li> <li>• Aligns goals and purpose across different teams; cross collaborates.</li> </ul>
<b>3 Think through complexity</b> Think critically, work with ambiguity and uncertainty, assess solutions and	<ul style="list-style-type: none"> <li>• Uses logical analysis to think through complexity and effectively differentiate essential and non-essential information.</li> <li>• Summarises large volumes of data, extracting the essential information and translating this to target audiences.</li> </ul>

**Essential selection criteria – what you need to bring to this role**

<p>impacts, and take calculated risks.</p>	<ul style="list-style-type: none"> <li>• Interrogates information from a wide array of sources and uses criteria to evaluate the merit of the information.</li> <li>• Identifies potential opportunities to mitigate risk and communicate them upwards.</li> </ul>
<p><b>4 Dynamically sense the environment</b> Be in tune with the political, social and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.</p>	<ul style="list-style-type: none"> <li>• Considers solutions carefully and explores the wider impact of their decisions (for example, navigating social, political and economic challenges).</li> <li>• Intervenes early on issues and takes decisive action once the most viable solution is identified.</li> <li>• Communicates clearly and concisely and translates messages for target audience.</li> <li>• Recognises the importance of building professional networks and actively seeks to build relationships.</li> <li>• Resolves conflict, approaching crucial conversations with thoughtfulness, diplomacy, and confidence.</li> </ul>
<p><b>5 Deliver on high leverage areas</b> Identify priorities, pursue objectives with tenacity and be resilient in the face of challenges.</p>	<ul style="list-style-type: none"> <li>• Identifies and prioritises the most critical activities and assignments and continuously adjusts priorities.</li> <li>• Is open minded, explores innovative approaches and develops a culture of continuous improvement.</li> <li>• Anticipates needs and makes necessary and timely adjustments so the overarching outcome is achieved.</li> </ul>
<p><b>6 Build capability</b> Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.</p>	<ul style="list-style-type: none"> <li>• Sets stretch learning opportunities.</li> <li>• Models coaching practices to influence their leaders to focus on people development.</li> <li>• Engages in ongoing performance and feedback conversations.</li> <li>• Identifies capability gaps and actively works to resolve them.</li> <li>• Identifies talent and enables development opportunities.</li> </ul>
<p><b>7 Embody the spirit of public service</b> Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interests of the public good.</p>	<ul style="list-style-type: none"> <li>• Demonstrates empathy, compassion, integrity and humility.</li> <li>• Displays insight into how their decisions impact others.</li> <li>• Understands the principles of good corporate governance.</li> <li>• Acts authentically as a leader with personal integrity and promotes respect and operates ethically.</li> </ul>
<p><b>8 Lead adaptively</b> Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.</p>	<ul style="list-style-type: none"> <li>• Seeks feedback from multiple sources and adapts behaviour and approach based on feedback.</li> <li>• Removes obstacles to change and works to achieve buy in.</li> <li>• Develops personal and professional goals.</li> <li>• Seek counsel from internal and external expert sources to fast track own learning.</li> </ul>

**Desirable selection criteria**

Not considered essential to perform the role but may contribute to the ability to undertake the role.

**Essential selection criteria – what you need to bring to this role**

<b>9 Qualifications, knowledge and/or experience</b>	• N/A
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**Special requirements, licenses, accreditations, and conditions**

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Nil

**HR Certification**

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Upload date: 1 November 2024