



Job Description Form

Manager Quasi-Judicial Services

Magistrates Court and Specialist Jurisdictions

Position details

Classification Level:	6
Award/Agreement:	PSA 1992 / Public Service CSA Agreement (and subsequent agreement/s)
Position Status:	Permanent
Organisation Unit:	Court and Tribunal Services, Magistrates Court and Specialist Jurisdictions
Physical Location:	Magistrates Court, Perth

Reporting relationships

Responsible to	021063 Managing Registrar – Level 7
This position:	023431 Manager Quasi-Judicial Services – Level 6
Direct reports:	005356 Registrar – Level 5 3041 Registrar – Level 5 023432 Registrar – Level 5 023433 Registrar – Level 5 023434 Registrar – Level 5 012949, 3044 Senior Customer Service Officer – Level 3 004675 Customer Service Officer – Level 2 3073 Customer Service Officer – Level 1

Overview of the 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: Enhancement Aboriginal service throughout the state

The Manager Quasi-Judicial Services is responsible for presiding over a range of complex judicial and quasi-judicial proceedings. The Manager is required to provide a specialist support service to staff to increase their knowledge, skills and abilities. The role is also

responsible for managing the necessary quasi-judicial services that support the Magistrates Court at Perth.

Job description

As part of the Perth Magistrates Court Management 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 Department through leadership and engagement.
- Represent the Department's interest on committees and working groups as required.

Role specific responsibilities

Leadership and Resource Management

- Provides leadership and support to achieve the outcomes of the Registrar Services Teams and the division as a whole. Coaches and mentors Registrars and support staff to operate effectively and achieve targets.
- Initiates effective leadership behaviours, such as managing upwards, downwards and across functional areas.
- Monitors the recruitment, selection, performance management, succession planning, and the overall training and development of all teams under their supervision.
- Oversees and manages human resources for the team by implementing strategies to drive productivity and deliver efficiencies.

Management

As a member of the Perth Magistrates Court Management Team:

- Participates and effectively contributes to the development of business plans for the court in consultation with the judiciary, as well as the design and implementation of the Court's services.
- Coordinates research and analysis to inform the planning process, including the development of operational plans for the branch.
- Initiates and drives process improvement by operating a continuous improvement program to review and enhance the service delivery model of the court.
- Maintains knowledge management processes and procedures, ensuring compliance with Departmental and public sector standards and policies.
- Identifies and manages risk within the team and the Court.

Stakeholder Relationships

- Maintains effective communication within and outside the team through appropriate communication strategies and systems.
- Maintains an effective flow of communication by working closely with the judiciary.
- Liaises and consults with internal and external parties, including other court services personnel, and government and non-government referral services that offer support to families, key stakeholders, service providers, and external agencies.
- Represents the Magistrates Court of Western Australia (MCWA) on internal and external committees as required.
- Prepares and responds to customer feedback, complaints and ministerial correspondence.

Service Delivery

- Supervises and remains accountable for the effective customer focused delivery of Registrar Services to the Court and Judiciary.
- Monitors and reports on court support workload and performance, including the collection and analysis of statistics.
- Performs and discharges the duties and functions of a Registrar of the MCWA as may from time to time be assigned by the Principal Registrar, the Chief Magistrate, the Executive Manager and the Managing Registrar of the Magistrates Court at Perth which include: hears and determines interlocutory applications, mediates civil cases with a view to achieving settlement of the case or issues in dispute, taxing bills of costs, passing accounts and conducting examinations and enquiries and settling orders.
- Negotiates and conciliates to mediate civil matters and restraining order cases (from time to time) with a view to achieving settlement of the case in dispute.
- Undertakes case management of civil matters in accord with the Court's case management procedure including pre-trial conferences and conciliation conferences.

Project Management

- Effectively manages projects to deliver outcomes aligned to excellent customer service, meeting 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

In the context of the role 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 reform program initiatives are important for this role.

Achieve Results

The ability to; assess project and program performance, identify areas of improvement and suggest changes to ensure positive outcomes, demonstrate flexibility and cope with day-to-day changes in priorities, support projects to completion and a focus on quality in all areas of work are fundamental to this role.

Builds Productive Relationships

The ability to; evaluate project/program performance, 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, a focus on quality, adherence to current procedures and managing projects to completion within a set timeframe are fundamental to this role.

Exemplifies Personal Integrity and Self-Awareness

A demonstrated; high level of personal commitment to integrity, professionalism, probity and personal development; adherence to the Code of Conduct; ability to 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 identifies 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 is a requirement for this role.

Role Specific Criteria

- Knowledge of and experience in court practices and procedures with the ability to interpret and apply legislation to undertake the functions of a Registrar of the Magistrates Court.
- Demonstrated experience in managing a team and providing complex advice in relation to court process and procedure.

Special requirements/equipment

- The position holder must possess a current valid motor vehicle driving licence.
- Perform Registrar duties on circuit across the Magistrates Courts locations.

Certification

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

Executive Director, Magistrates Court and Specialist Jurisdictions

Signature: _____ Date: _____

HR certification date: November 2025