



GOVERNMENT OF
WESTERN AUSTRALIA

Department of
Justice

Talent Register (Level 2) Applicant Information Guide

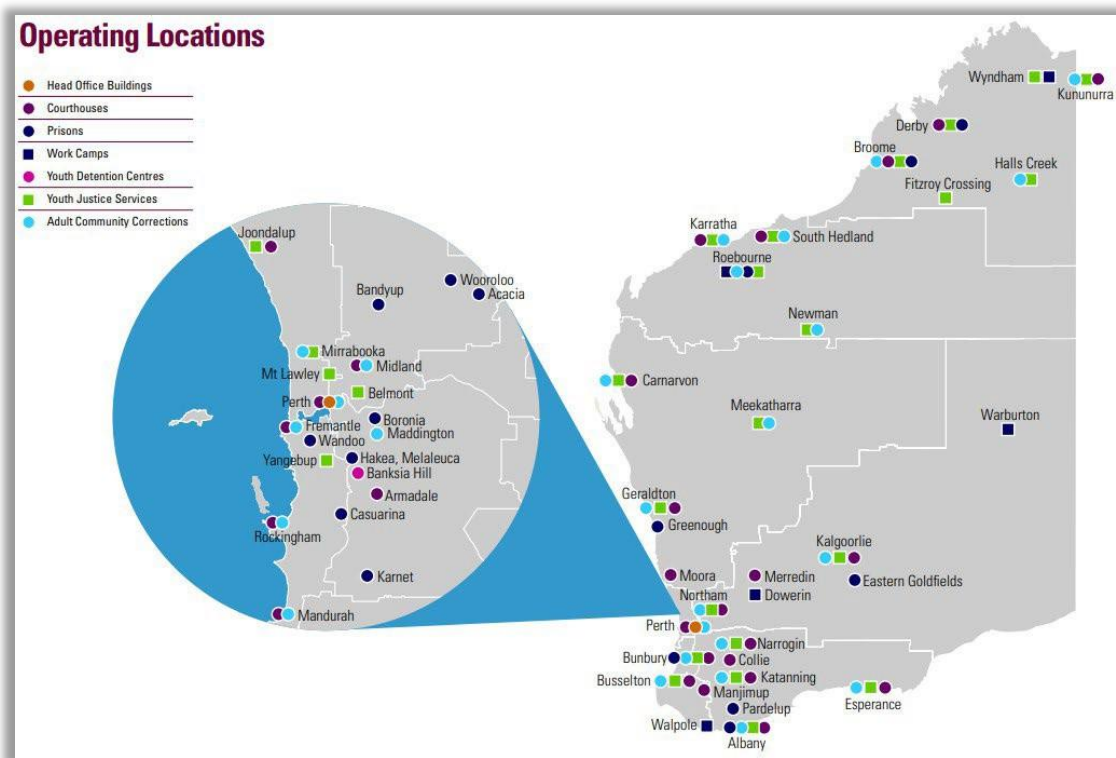
Court and Tribunal Services

Introduction

There are many exciting pathways to grow your career within the Department of Justice. As one of Western Australia’s most diverse public sector organisations, the Department offers a broad range of legal, justice, and corrections-related services, creating employment opportunities to contribute meaningfully to both government and the community.

We are committed to providing a high level of customer service in locations across the State. This means we have opportunities in both metropolitan and regional locations. Whether you live in the city or the country you can join the Department and create a meaningful career path.

Working as part of a team or independently, having contact with a variety of people or working behind the scenes, it’s up to you!



You can find out more about the Department [here](#).

Strategic Framework

Our Strategic Framework articulates the Department’s aim to be recognised and valued as a leader in developing and delivering justice services.

Mission

A fair, just and safe community for all Western Australians.

Our Principles

- High performing and professional.
- Ethical and accountable
- Trained, safe and supported.

Our Values

- Respecting rights and diversity.
- Fostering service excellence.
- Being fair and reasonable.

Court and Tribunal Services (CTS)

CTS is a Division within Department of Justice, and it administers court locations across Western Australia. We are also responsible for managing tribunals and boards, the Sheriff's Office and providing services to victims of crime and children engaged in the justice system.

The Court and Tribunal Services Division provide:

- Administrative support to the judiciary.
- High level customer service and support to those accessing the justice system.
- Court buildings, accommodation, technology, security and staff support to all courts, tribunals and boards.
- Juror management and provision of sufficient jurors to the courts.
- Fines enforcement and civil judgements.
- The appointment, registration, and training of justices of the peace.
- Victim support and child witness services.

The Department's goal is to provide an efficient, accessible court and tribunal system. We provide professional services to diverse client groups through effective communication and making services relevant, responsive, accessible, accurate and fair.

We are responsible for managing:

- The Supreme Court of Western Australia.
- The District Court of Western Australia.
- The Family Court of Western Australia.
- The State Administrative Tribunal.
- Magistrates Courts and Specialist Jurisdictions.
- The Sheriff's Office, Fines Enforcement Registry.
- Court Counselling and Support Services.
- Office of Criminal Injuries Compensation.
- Jury Services.
- State Law Library.

Court and Tribunal Services – Level 2 Roles

Our level 2 roles are critical to providing excellent customer and advisory services on court practices and procedures to all our internal and external customers, as well as comprehensive administrative court support. We undertake a variety of customer service and administrative support activities, including document lodgement, front counter, call centre, case management, information management and support services for the judiciary.

As an employee, the responsibilities of your role may include:

- Attend enquiries either in person or by telephone.
- Handle difficult customer interactions in a courteous manner.
- Provide an advisory service in relation to practices and procedures.
- Lodge documents into the court and tribunal's eCourts Portal.
- Liaise with legal counsel, WA Police and court and tribunal users.
- Prepare and check legal documents.
- Attend court to assist Judicial Officers in court hearings.

We are looking for people with:

- Strong interpersonal, written and verbal communication skills.
- Resilience and the ability to remain calm under pressure.
- A high level of empathy, professionalism and accuracy in the delivery of information to a diverse range of customers.
- Ability to work well with technology and competently operate computer systems.
- Ability to learn how to interpret and apply legislation, policies and procedures.

Note: when considering whether this opportunity is suitable for you, it is important to reflect on the nature of the work undertaken within Courts and Tribunals. Certain level 2 positions may require exposure to evidentiary material, including but not limited to photographs, videos, written statements, and oral information, which may be confronting or distressing. Court and Tribunal Services is committed to minimising staff exposure to such material wherever practicable and provides comprehensive training, services, and resources to ensure employees are appropriately supported in managing these aspects of the role.

The Roles

Registry Officers contribute to the overall efficiency and effectiveness of the court undertaking data entry, record keeping, document management and other administrative duties.

Front Counter Officers represent the face of the court providing quality information and assistance to internal and external customers attending to enquiries in a fast-paced and busy environment.

Contact Centre Officers is a back-office role where officers manage a high volume of incoming call and emails, offering vital information and procedural advice, as well as processing applications.

Case Management Officers provide case management and administrative support to the Judiciary, including in-hearing support. In addition to this, attend to customer inquiries either in person or by telephone.

Eligibility to Apply

- ✓ For a fixed term appointment to the public sector, you must have documentary evidence of your entitlement to live and work in Australia for the period of the contract.
- ✓ For a permanent appointment to the public sector, you are required to be an Australian citizen or to have permanent residency status in Australia.
- ✓ All employees are required to undergo employment screening, which includes a National Criminal History Check.
- ✓ Regional applicants must have a C Class Drivers Licence and ability to travel on light aircraft.

Job Related Requirements (Selection Criteria)

The Job-Related Requirements (Selection Criteria) will be used to assess your suitability in relation to the role-specific responsibilities and the key attributes we are looking for are:

Job Related Requirement	How it applies to the role
Shapes and Manages Strategy	<ul style="list-style-type: none"> • Understands business values and objectives and can explain how they are relevant to their work. • Works under direct supervision to meet timelines and priorities. • Applies legislation, workplace policies and procedures to accomplish task.
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. • Maintains accurate records and files. • Sees tasks through to completion.
Builds Productive Relationships	<ul style="list-style-type: none"> • Responds under direction to changes in client needs and expectations, manages progress and keeps clients informed, provides prompt and courteous service. • Recognises the value of individual differences and understands that others may work in different ways.
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. • Gets on with the job and applies self to meet objectives, follows up to ensure work is finalised. • Stays calm under pressure, does not react personally to criticism. • Agrees on performance levels with Team Leader, seeks Team Leader feedback and responds to guidance.
Communicates and Influences Effectively	<ul style="list-style-type: none"> • Limits the use of jargon, explains information using language appropriate to the client. • Listens and asks questions to ensure understanding, checks own communication has been understood. • Discusses issues thoughtfully without getting aggressive.

Application Process

What is a Talent Register?

The Court and Tribunal Services Talent Register is an online portal that allows you to register your interest for fixed term full-time and part-time opportunities up to twelve (12) months for a range of key positions.

The benefit of applying through one of our Talent Register is that you can gain valuable on the job experience which may lead to a long-term contract or permanency once you apply for a Recruitment Pool process as opportunities become available.

The Department's Court and Tribunal Services Talent Register and Recruitment Pool (Level 2) are advertised on [Jobs WA](#).

Online Application

- ✓ Provide a comprehensive Resume/ Curriculum Vitae, that clearly outlines your transferable skills, experience and highlights your key achievements.
- ✓ Indicate your preferred work location(s), jurisdictions and working schedule preferences during the online application.

Resume Top Tips

- Ensure your resume is up to date, including accurate contact details.
- Tailor your resume to the job-related requirements (above) by highlighting relevant skills, experience, and qualifications.
- Keep it clear and concise, including employment history with dates, education, and certifications.
- Showcase achievements with examples such as successful projects, completed training, or awards.
- Use a professional, easy-to-read layout with clear headings, bullet points, and a suitable font.
- Proofread thoroughly to eliminate spelling, grammar, and formatting errors.
- Include contact details of two recent referees (email and phone) and confirm their availability beforehand.

Note: applicants are expected to ensure that all information and written responses included in their application are their own original work. The use of artificial intelligence (AI) tools to generate or significantly edit application content is strongly discouraged, as it may not accurately reflect your skills, experience, or suitability for the role.

The selection panel assesses applications based on authentic, firsthand examples, and content created by AI may disadvantage you during the recruitment process. Providing genuine, personal responses will give the panel the best understanding of your capabilities and ensure a fair and transparent assessment process.

Submitting your Application

Allow at least thirty (30) minutes to finalise your documents and lodge your application for the Talent Register.

The Talent Register is actively monitored by Courts HR to match applicants to available opportunities as they arise throughout our Metropolitan and Regional Jurisdictions. Courts HR will individually assess your application based on all the documentation you have submitted. Your details will stay on our Talent Register for four (4) months, after which time, you will need to reapply.

Interview

After submitting your application, you may be invited to attend an informal interview if a suitable vacancy becomes available. Please note that different jurisdictions may use a variety of approaches to assess your suitability for the role.

Interview Top Tips

- Take time to research the role, review the selection criteria, and explore the Department's website to gain a solid understanding of what is required and how you can contribute.
- Prepare and practise responses to potential interview questions, using specific examples that clearly demonstrate your skills, experience, and achievements.
- Remain calm and confident throughout the interview to stay focused and engaged. If nerves arise, pausing briefly and taking a deep breath can help restore composure.
- Dress in appropriate business attire, as professional presentation creates a positive first impression.
- Plan to arrive 10–15 minutes early for an in-person interview or join an online interview a few minutes before the scheduled start time to ensure everything is set up correctly.
- Listen carefully to each question and ask for clarification if needed to ensure the most accurate and relevant response.
- Structure answers clearly using a method such as STAR (Situation, Task, Action, Result) to keep responses organised and concise.

Reference Checks

You may be requested to provide the contact details of two recent professional referees who can confidentially comment on your skills, abilities and work performance. Recent school leavers with limited professional experience may provide alternative referees e.g., teachers and coaches.

Pre-employment screening

The Department conducts mandatory pre-employment screening for all prospective employees including contractors and volunteers. It is recognised that our employees work in positions of trust and must demonstrate the utmost integrity.

Employee Benefits and Opportunities

The Department offers a range of benefits and development opportunities to employees. Some benefits are subject to the award and agreement applicable to the employment offer.

General Benefits

- 20 days annual leave per year.
- 13 weeks paid long service leave every 7 years.
- Maternity, adoption, or other parental leave.
- Grandparental leave.
- Purchase leave.
- Up to 15 days personal leave per year.
- 3 repealed public service holidays.
- Cultural and ceremonial leave.
- Bereavement leave.

Salary and Payment Options

- Level 2 \$76,912 - \$82,464 p.a. + 12% Superannuation.
- Annual leave loading.
- Salary packaging.
- Deferred salary scheme.
- Graduated salary increments.
- Higher duties allowance.
- Other allowances subject to award and agreements.

Learning and Development Opportunities

- Online learning and development programs.
- Discounts on selected postgraduate courses.
- Study leave.
- Higher duties and acting opportunities
- In house formal courses.
- External seminars and workshops.
- On the job training.

Health and Wellbeing Initiatives

The Department prioritises the health and wellbeing of our employees, providing resources and support to promote a positive work-life balance and a healthy, safe and productive work environment.

- Access to corporate health cover discounts.
- Access to our Employee Assistance Program – free and confidential professional counselling through People Sense who has qualified psychologists who can assist individuals, couples, and families.
- Access to free annual influenza vaccinations.
- Access to family and domestic violence leave and support.
- Eyesight testing and screening.
- Fitness Passport – access to the gyms across the country.

Equity and Diversity

The Department of Justice is committed to building a workplace culture that values diversity and inclusion. We actively promote the employment of Aboriginal and Torres Strait Islander people, people with disability, youth, people of diverse sexualities and genders, women, culturally and linguistically diverse people, and other diversity groups.

Aboriginal job seekers may contact the Aboriginal Workforce Development Team on aboriginalworkforcedevelopment@justice.wa.gov.au or call (08) 9264 1700 for culturally appropriate application advice.

Applicants with disability requiring adjustments or accessibility support at any stage of the selection process can contact the hiring manager as listed under the 'Further Information' section or contact the Diversity and Inclusion team on WorkforceDiversity@justice.wa.gov.au or (08) 9264 1700 for a confidential discussion.

More Information

If you have any further questions about the level 2 roles on offer or what a career within CTS may look like for you, please contact CourtandTribunalServicesHR@justice.wa.gov.au

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Thank you for your interest in the Department and good luck with your job application!