



Job Description Form

022759 Manager Caseflow

Supreme Court

Position details

Classification Level: 5

Award/Agreement: PSA 1992 / Public Service CSA Agreement
(and subsequent agreement/s)

Position Status: Permanent

Organisation Unit: Court and Tribunal Services, Higher Courts

Physical Location: Perth CBD

Reporting relationships

Responsible to: 001236 Manager Registry Services - Level 6

This position: 022759 Manager Caseflow – Level 5

Direct reports: 010570 Coordinator Caseflow - Level 4

Overview of the position

Court and Tribunal Services is accountable for providing modern, responsive and affordable Court, tribunal and other services that meet the needs of the community and judiciary.

The Manager Caseflow is responsible for delivering high quality services in the Supreme Court's Registry. The position leads the caseflow team, which is responsible for quality assurance and case management processes in the Court's civil, criminal and probate jurisdictions.

In particular, the position:

- Provides advice to Coordinators and Supervisors on practice and procedures in the civil, criminal and probate jurisdictions.
- Provides advice and assistance to the Court's self-represented litigants.
- Is responsible for information that is available to the public on the Court's website.
- Provides strategic support to the Manager Registry Services and is a member of the Court's judicial management committees.

- Monitors customer service standards including development, measurement and reporting at the local level.

Note: At the discretion of the Manager Registry Services, the holder of the position may be rotated through any other position in Supreme Court to meet changing operational needs or staff development needs.

Job description

As part of the leadership 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

- Accountable for the effective service delivery of telephone services, and website queries and complaints, provision of effective records services including case and administrative records, exhibits and subpoenaed items, and mail services and accurate processing of all completed files.
- Provides advice to Coordinators and Supervisors on practice and procedures in the civil, criminal and probate jurisdictions.
- Implements knowledge management within teams including the development and maintenance of procedure manuals.
- Manages the provision of information to a range of Court users in line with legislation and policy and is responsible for information that is available to the public on the Court's website. This includes providing advice and assistance to the Court's self-represented litigants.
- Manages the recruitment and selection, performance management and training and development of staff, and appropriate management of FTE resources within the Supreme Court Registry.
- Administers and manages human resources for the team by implementing strategic planning schedules, work activity and building an effective team to achieve tasks.
- Participates in the procedural requirements for service of processes outside the jurisdiction and for service of foreign process within the jurisdiction including the issue of Certificates of Service of Foreign Process.

- Responds to Ministerial enquiries as required.
- Manages the quality assurance processes including the distribution of data integrity reports.
- Supports the training of the personal staff in court processes and procedures.
- Ensuring the storage and retention of court records are kept up to date and comply with Departmental and legislative requirements. Including the controlling and monitoring the recall of archived files.
- Responsible for the development and maintenance of procedure manuals in relation to registry processes and data maintenance. This includes oversight of the Court's Intranet where these documents are accessible.
- 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 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, draw on information from a range of sources and use judgement to analyse findings, work within agreed guidelines to make decisions and to incorporate outcomes into work plans 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 capacity to; network effectively in order to build and sustain relationships with key stakeholders, team members and other staff in the agency, consult and share information with the team and seek input from others where necessary, encourage contribution and engagement, recognise different views and to ensure that stakeholders are kept informed as appropriate are requirements for this role.

Exemplifies Personal Integrity and Self-Awareness

A commitment to; adhere to the Code of Conduct in all interactions, maintain a high level of personal commitment to integrity, professionalism, probity and personal development, take responsibility for completion of works within timeframes and takes the initiative to progress work when required. Able to justify own position when challenged. Acknowledge mistakes and learn from them, and seek guidance and advice when required. Engage with

risk by providing impartial and clear advice, seeking guidance when required, identifying and/or reporting potential risk issues to supervisor.

Communicates and Influences Effectively

A demonstrated ability to; present messages confidently and persuasively and to actively listen, understand and adapt communication styles to suit a range of audiences, listen to differing views and opinions and develop persuasive counter arguments are requirements for this role.

Role Specific Criteria

- Extensive working knowledge of civil, probate and criminal procedure and legislation.
- Extensive working knowledge of Court operations, policies and protocols.

Special requirements/equipment

At the discretion of the Manager Registry Services, the holder of the position may be rotated through any other position in Supreme Court to meet changing operational needs or staff development needs.

Certification

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

Director Higher Courts

Signature: _____ Date: 8 February 2024

HR certification date: March 2024