



Job Description Form

Department of Justice Purpose

To provide high quality and accessible justice, legal, registry, guardianship and trustee services that meet the needs of the community and government.

Position Title Team Leader Contact Centre		
Effective Date March 2018	Position Number 020106 & 020108	Level 4
Division Court and Tribunal Services	Directorate Sheriff's Office	Branch Fines Enforcement Registry

Divisional Outcomes

To provide modern, responsive and affordable court, tribunal and other services that meet the needs of the community and judiciary.

Directorate Outputs

Output 1: Enforcement of civil court orders
Output 2: Enforcement of fines, penalties and infringement notices
Output 3: Jury management
Output 4: Serving witness summons for the State

Branch Outputs

Enforcement of fines, penalties and infringement notices.

Role Of This Position

Supervises the activities of the FER Contact Centre and provides effective leadership to ensure delivery of a high level of service.

Pro-actively seeks new ways to continually improve the Registry's customer service and the collection of fines.

Provides staff development, training and advice to Customer Service Officers within the Contact Centre as well as officers in regional locations in relation to Contact Centre to ensure consistency in Contact Centre procedures. Recruitment, training and performance management of Contact Centre staff.

Co-ordinates the human resources to ensure smooth functioning of the team under control.

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Responsibilities Of This Position

Corporate citizenship

Demonstrate high standards and practice of ethical conduct and behaviour as required under the Departments frameworks of Code of Conduct and Public Sector Code of Ethics.

Demonstrate a commitment to the ethos of Equal Employment Opportunity principles through personal conduct and daily interaction with colleagues.

Demonstrate commitment to the legislative obligations set out in the *Occupational Health and Safety Act 1984*.

Oversee the occupational safety and health (OSH) in their areas of responsibility consistent with statutory obligations and departmental policies. This includes but is not limited to raising awareness of OSH requirements with their staff, resolving health and safety hazards in their areas of responsibility and ensuring the timely reporting of incidents.

Leadership

Provides direction and support to the team under control to achieve set outcomes in accordance with organisational objectives. Provides advice and direction to staff on the more complex fines enforcement processes. Ensures the effective two way communication between management and staff.

People Management

Responsible for Human Resource issues pertaining to the team under control including staff leave entitlements and advice, developmental opportunities and training and the induction of staff. Is specifically responsible for organising and planning leave rosters for the team under control and ensures that output is maintained in the absence of staff. Is responsible for the recruitment and ongoing monitoring of customer service staff performance and development.

Policy and Procedures

Ensures compliance with relevant fines enforcement legislation, Government, Departmental, Branch policies and procedures. Ensures compliance with the *Financial Administration and Audit Act 1985* when balancing off payments received by staff. Implements organisational policies and procedures.

Stakeholder Relationships

Communicates and consults with a wide range of stakeholders as required in relation to operational activities and requirements. Determines customer needs and acts to ensure they are met. Provides advice to customers on complex matters relating to the Fines Enforcement process. Deals with complaints about the fines enforcement system both in person and by mail.

Information and Knowledge Management

Accesses and applies identified and appropriate information from the Enforcement Application to achieve tasks and undertake document control and retrieval. Maintains all reference data in the Fines Enforcement Application.

Cultural Change

Participates within and contributes to a positive and innovative workplace environment. Encourages and promotes acceptance of change amongst the team under control. Manages the implementation of any changes for the team under control.

Continuous Improvement

Identifies changes to improve the enforcement processes. Oversees the implementation of any process changes.

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Work Related Requirements

The following work-related requirements will be assessed at different stages of the selection process.

ESSENTIAL

Shapes and Manages Strategy

- Understands reasons for decisions and can explain how they are relevant to their work.
- Understands the work environment, identifies issues that may impact own achievement and contributes to team planning.
- Draws on information from a range of sources, uses common sense to analyse what information is important.
- Anticipates issues that could impact on tasks, and identifies risks and uncertainties in procedures and tasks.

Achieves Results

- Works to agreed priorities, outcomes and resources and is responsible to changes in requirements.
- Applies and develops capabilities to meet performance expectations, demonstrates knowledge of new programs, products or services relevant to the position.
- Monitors progress against performance expectations to ensure deadlines are met and communicates outcomes to supervisor.

Builds Productive Relationships

- Builds and maintains relationships with team members, other teams, colleagues and clients
- Shares information with own team, seeks input from others, contributes to team discussions and ensures others are kept informed.
- Maintains awareness of personalities, motivations and diverse qualities, treats people with respect and courtesy.
- Acts on constructive feedback.

Exemplifies Personal Integrity and Self Awareness

- 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.
- Takes responsibility for completion of work and seeks guidance when required, takes initiative to progress work when required
- Maintains effective performance in challenging situations
- Seeks self-development opportunities, willing to learn new approaches, acquire new capabilities and knowledge

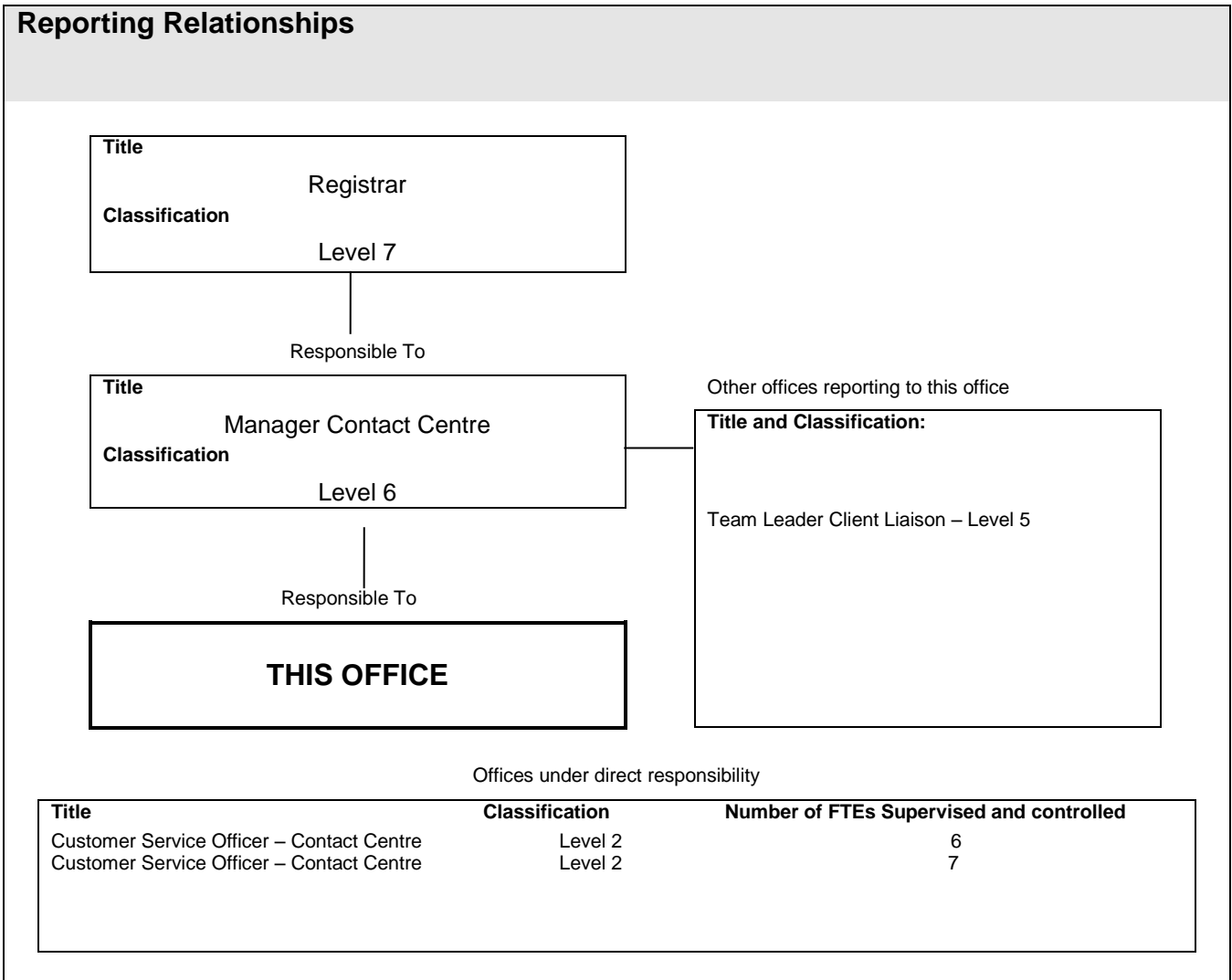
Communicates and Influences Effectively

- Structures messages clearly and succinctly, orally and in writing
- Focuses on gaining a clear understanding of other's comments by listening and questioning for clarity, checks own views have been understood
- Listens to differing ideas to develop an understanding of the issues

DESIRABLE

- Practical Knowledge of the Fines, Penalties and Infringement Notices Enforcement Act.
- Understanding of Court Operations and Protocol

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LOCATION AND ACCOMMODATION	LOCATION CBD
	ACCOMMODATION N/A
ALLOWANCES/SPECIAL CONDITIONS	N/A

Certification	
The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.	
DELEGATED AUTHORITY APPROVAL <i>As per the Human Resource Management Delegations</i>	
Delegated Authorities Name	Executive Director Court and Tribunal Services
Signature	
Date	