



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		
Effective Date September 2015	Position Number Generic	Level 4
Division Court and Tribunal Services	Directorate Magistrates Court and Tribunals	Branch Magistrates Court of WA - Perth

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: 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 of Western Australia.

Branch Outputs

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 of Western Australia.

Role Of This Position

Is responsible for assisting in the management of all the necessary services that support the registry. This includes assisting the management of human, financial and physical resources.

Instructs staff on procedure and assists in the development and implementation of initiatives. Develops and implements training programs.

Provides advice in respect of complex enquiries and correspondence relating to complaints, practices and procedures.

Ensures the propriety of and signs documents issued by the registry.

May be required to relieve at any court or participate in job rotation at equivalent level for continued development.

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Responsibilities Of This Position

Corporate Citizenship

Demonstrate high standards and practice of ethical conduct and behaviour as required under the department's 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.

Occupational Safety and Health

Demonstrate commitment to the legislative obligations set out in the *Occupational Safety and Health 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 staff, resolving health and safety hazards in areas of responsibility and ensuring the timely reporting of incidents.

Stakeholder Relationships

Maintain a close working relationship with court management, the judiciary, internal and external stakeholders.

Service Delivery

Ensures delivery of quality advice, interaction and assistance to all internal and external customers of the court and provides support services to the manager. Services include but are not limited to the following:

- ensures appropriate resources are allocated and managed to meet the needs of customers;
- ensures compliance with relevant legislation, policies and procedures related to records management;
- provides assistance on a range of issues;
- provides advice on court practices and procedures to all client groups;
- deals with more difficult client enquiries and correspondence in relation to the registry;
- liaises with court users to ensure the provision of timely, accurate and detailed level of service to customers; and
- may be required to relieve at any court or participate in job rotation at equivalent level for continued development.

Resource Management

Assist to manage assets, facilities, technology and systems for a customer service team.

People Management

Administer and manage the human resources for the court including the building of effective teams. Responsible for recruitment, selection, performance management and the training and development of staff.

Planning

Contribute to business planning and collates statistics to inform the planning process of the court.

Financial Management

Assist in the development of the budget for the court. Monitor and report on the financial management of the court. Maintain the integrity of court accounting systems in accordance with approved policies, procedures and legislation.

Information and Knowledge Management

Effectively use information, technology, records and knowledge management for the court. Ensure the integrity and propriety of the court records. Responsible for researching and providing accurate information for the resolution of complex matters.

Cultural Change

Promote and achieve a positive and innovative organisational culture. Manage and implement change.

Continuous Improvement

Identify and implement continuous improvement strategies within the court. Participate in the identification of initiatives to continuously improve the services provided within the region.

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Work Related Requirements

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

Essential Criteria	Context within which criteria will be applied and/or general standard expected
Shapes and Manages Strategy	<ul style="list-style-type: none"> understands reasons for decisions and how they are related 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; and anticipates issues that could impact on tasks. Identifies risks and uncertainties in procedures and tasks.
Achieves Results	<ul style="list-style-type: none"> monitors progress against performance expectations to ensure deadlines are met. Communicates outcomes to supervisor; and works to agreed priorities, outcomes and resources and is responsive to changes in requirements.
Builds Productive Relationships	<ul style="list-style-type: none"> builds and maintains relationships with team members, other teams, colleagues and clients; and shares information with own team, seeking input from others. Contributes to team discussion and ensures others are kept informed; and identifies development areas and encourages development activities.
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; takes responsibility for completion of work. Seeks guidance and takes initiative to progress work when required; maintains performance expectations in challenging situations; and seeks development opportunities. Is willing to learn new approaches, acquire new capabilities and knowledge.
Communicates and Influences Effectively	<ul style="list-style-type: none"> structures messages clearly and succinctly, orally and in writing; focuses on gaining a clear understanding of others comments by listening and questioning for clarity, checking own communication has been understood; and listens to differing ideas to develop an understanding of the issues.
Court Practices and Procedures	<ul style="list-style-type: none"> an ability to interpret and apply legislation; and practical working knowledge of court practices and procedures.
Desirable	Experience
Qualifications	<ul style="list-style-type: none"> demonstrated progress of professional development and continued learning.

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Reporting Relationships

Title Executive Manager
Classification Level 8

Responsible To

Title Manager Registry Operations
Classification Level 6

Responsible To

THIS OFFICE

Other offices reporting to this office

Title and Classification: L4 Team Leader x 2
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Offices under direct responsibility

Title	Classification	Number of FTEs Supervised and controlled
Supervising Customer Service Officer	Level 3	1

LOCATION AND ACCOMMODATION State location. If accommodation is available give details such as department/GROH free/rental, etc.	LOCATION ACCOMMODATION
ALLOWANCES/SPECIAL CONDITIONS State allowances and conditions applicable.	

Certification

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

DELEGATED AUTHORITY APPROVAL *As per the Human Resource Management Delegations*

Delegated Authorities Name	Michael Johnson, A/Executive Director, Court and Tribunal Services
Signature	
Date	