



Job Description Form

Department of Justice Purpose

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

Position Title		
Team Leader Customer Services		
Effective Date March 2018	Position Number 010875	Level Level 4
Division Court and Tribunal Services	Directorate Sheriff's Office	Branch Jury Services

Divisional Outcomes

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

- Administration of the Juries Act 1957 (WA).
- Coordination of jury management across the State.

Role Of This Position

Manages the delivery of effective and efficient services to jurors including:

- Ensuring customers receive prompt, timely and accurate responses to requests for advice and assistance;
- Providing procedural advice and dealing with complex and contentious issues relating to jury services;
- Ensuring requests for juror related fees are processed promptly, accurately and payments are correctly authorised;
- Effective management of the Jury Information Management System (JIMS) and provision of training to all users;
- Providing training and advice to all jury court staff within the State to ensure consistency in jury procedures;
- Recruitment, training and performance management of customer service staff;
- Consultation and liaison with key stakeholders and service suppliers to facilitate business improvements; and
- Coordinating human, physical and financial resources to ensure smooth functioning of the office.

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Responsibilities Of This Position

PEOPLE MANAGEMENT

Provides direction and support to the customer service team to achieve outcomes in accordance with organisational objectives.

Plans, schedules and controls the daily work activity of the customer services team.

Is responsible for the recruitment, induction and ongoing monitoring of customer service staff performance and development.

Ensures customer service team members are trained in the operation of the Jury Information Management System (JIMS) and procedures relevant to their role.

Provides procedural advice, assistance and training to staff including regional jury and summoning officers.

RESOURCE MANAGEMENT AND CONTROL

Ensures policies and procedures meet legislative requirements.

Establishes performance standards for the delivery of quality customer services in the branch.

Regularly monitors and reviews performance against established standards, takes corrective action where necessary and seeks opportunities to improve results.

Manages the Juries Information Management System (JIMS) including:

- Reporting system problems and ensuring they are resolved in a timely manner;
- Identifying opportunities for system improvement and making recommendations to the Manager Jury Services; and
- Interrogating the system for regular and ad hoc reports relating to business activities and results.

Ensures all financial transactions are processed accurately and authorised in accordance with the *Financial Management Act (2006)* and *Auditor General's Act (2006)* and Treasurer's Instructions.

Is responsible for ensuring Jury Services equipment and supplies of materials are adequately maintained for the smooth functioning of the office.

Is responsible for ensuring building and equipment faults are reported and resolved in a timely manner.

Ensures compliance with legislation and departmental policies and procedures.

STATISTICAL REPORTING

Develops and maintains statistical reporting frameworks for jury related costs and activities by location.

Ensures statistical data from each location is recorded accurately and kept up to date.

Monitors and reports results to the Manager Jury Services.

STAKEHOLDER RELATIONSHIPS

Communicates and consults with a wide range of stakeholders as required in relation to operational activities and requirements.

Prepares Briefing Notes and draft responses for ministerial correspondence.

CULTURAL CHANGE

Participates within and contributes to a positive and innovative workplace environment.

CONTINUOUS IMPROVEMENT

Participates in the identification of and applies opportunities for continuous improvement within the team.

PLANNING

Plays a lead role in the development of policies and processes to support legislative change.

Contributes to business and operational plans for the Directorate.

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.

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Work Related Requirements

The work related requirements to be addressed in the application are stated in the Application Package.

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

ESSENTIAL

Shapes and Manages Strategy

- 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.
- Anticipates issues that could impact on tasks, and identifies risks and uncertainties in procedures and tasks.

Achieves Results

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

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

Demonstrated knowledge of Juries Act (WA) 1957.

Demonstrated knowledge of Financial Management Act (2006) and Treasurers Instructions.

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Reporting Relationships

Title	Sheriff
Classification	8

Responsible To

Title	Manager Jury Services
Classification	5

Responsible To

THIS OFFICE

Other offices reporting to this office

Title and Classification: Supervisor Juries L3
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Offices under direct responsibility

Title	Classification	Number of FTEs Supervised and controlled
Customer Service Officer	L2	2
Support Officer	L1	2

LOCATION AND ACCOMMODATION	LOCATION CBD
	ACCOMMODATION Nil
ALLOWANCES/SPECIAL CONDITIONS	

Certification

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

Position Title of Delegated Authority (as per HR Management Delegations)
Signature
Date