



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 Supervisor Registrations		
Effective Date May 2014	Position Number Generic – 001835, 001834, 001833	Level 4
Division Registry of Births, Deaths and Marriages	Directorate	Branch

Divisional Outcomes

Security, integrity and preservation of birth, death and marriage records and the provision of an alternative to marriage by a minister of religion or other civil celebrant.

Directorate Outputs

1. Registration services
2. Civil marriages

Branch Outputs

Role Of This Position

Manages, supports and leads a registration team to ensure the delivery of quality customer focussed services. Provides policy and procedural advice to customers of the Registry and deals with more complex and contentious matters. Assists the Manager Registration Services and Policy in the development and implementation of improved systems, policies and procedures. Coordinates the human resources of the team and assists other teams as required.

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Responsibilities Of This Position

Leadership

Provides direction and support to the registration teams to achieve outcomes in accordance with organisational objectives. Provides advice to teams and Registry customers on the more complex and contentious registration matters. Provides advice and support to the Manager Registration Services and Policy in the overall operation of the registration function. Participates constructively and positively within the workplace by building effective teams to achieve positive outcomes. Ensures effective two-way communication between management and staff.

People Management

Manages and monitors the daily operation of the registration team and allocates team resources to ensure work is performed in accordance with Registry standards. Supervises the activities of the registration team through the allocation of applications and delegation of work to Registration Officers. Undertakes the recruitment, induction and training of new staff and additional training and coaching for existing staff. Manages and monitors team workloads and undertakes staff evaluation and performance measures. Encourages and mentors team members to achieve an effective and committed workplace environment. Measures the level of service and accuracy within the team and reports outcomes to the Manager Registration Services and Policy.

Customer Service

Ensures the timely and efficient delivery of services to customers by monitoring and improving work procedures and providing quality advice to clients and teams on registration and certificate matters. Maintains effective relationships with stakeholders through effective communication and by representing the Registry at appropriate forums. Attends to court proceedings on behalf of the Registrar as required.

Planning

Develops and implements operational plans for teams and assists in the development of business plans to ensure the delivery of a quality customer service. Implements operational plans by planning and allocating workloads and resources, rostering etc. Monitors and reports on team performance including the collation and analysis of statistics.

Policy and Procedures

Ensures registrations of birth, death, marriage, change of name and certificate requests comply with legislation and the Registry's policies and procedures. Provides quality advice on legislation, policy and procedures to registration teams, professional bodies and clients of the Registry. Contributes to the development of Registry policies and pro-actively develops and implements new systems and procedures to meet organisational objectives. Performs statutory functions on delegation.

Information and Knowledge Utilisation

Manages and utilises information and knowledge effectively for the team, and ensures appropriate deployment of this information to team members.

Registration

Applies legislation, policies and procedures in registering and approving more complex or contentious registration matters.

Cultural Change

Creates and promotes a team environment that supports a positive and innovative organisational culture. Manages and implements change within the registration team.

Continuous Improvement

Identifies, analyses, develops and implements opportunities for continuous improvement to meet organisational objectives. Undertakes research and prepares recommendations for system and service improvements.

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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Skills, Knowledge, Behaviours and Qualifications

For purpose of training etc.

SKILLS

Leadership, Coordination and Delegation

Demonstrated ability to lead, coach and encourage a workplace team and establish and manage effective workplace relationships to ensure the provision of a quality customer service.

Demonstrated ability to coordinate the daily work of a team to meet priorities and delegate appropriately to achieve outcomes within set timeframes.

People Management

Demonstrated ability to coordinate, monitor, and report the effective use of staffing resources for the team towards the achievement of outcomes and in compliance with policies and standards.

Interpretation and Policy and Procedures

Demonstrated ability to interpret and apply legislation, policy and procedures.

Demonstrated ability to provide legislation, policy and procedural advice to customers and professional bodies.

Demonstrated ability to develop and implement procedural improvements and contribute to the development and implementation of policy initiatives.

Planning

Demonstrated ability to develop and implement operational plans for a team to achieve organisation objectives and improve business partnerships.

Ability to contribute to and participate in the development of organisational business plans.

Communication and Interpersonal

Effective written and oral communication and interpersonal skills particularly in dealing with people in agitated or stressful situations, with tact and sensitivity.

Customer Service

Demonstrated ability to monitor, identify and anticipate customer needs.

Demonstrated ability to provide effective and quality advice and service to a wide range of customers including professional bodies.

Monitoring and Reporting

Ability to compile informative statistical and written reports for management, regarding the provision of a timely and accurate service.

Problem Solving

Demonstrated ability to identify and analyse problems and develop effective solutions to achieve organisational outcomes.

Information and Knowledge Management

Demonstrated ability to use information and knowledge effectively for the team.

KNOWLEDGE

Understanding of the Births, Deaths and Marriages Registration Act 1998.

Understanding of the Commonwealth Marriage Act 1961.

Understanding of the Adoption Act 1994.

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Work Related Requirements (Selection Criteria)

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

Leadership, Coordination and Delegation

Demonstrated ability to lead, coach and encourage a workplace team and establish and manage effective workplace relationships to ensure the provision of a quality customer service.

Demonstrated ability to coordinate the daily work of a team to meet priorities and delegate appropriately to achieve outcomes within set timeframes.

People Management

Demonstrated ability to coordinate, monitor and report the effective use of staffing resources for the team towards the achievement of outcomes and in compliance with policies and standards.

Interpretation and Policy and Procedures

Demonstrated ability to interpret and apply legislation, policy and procedures.

Demonstrated ability to develop, contribute to and implement policies and procedures within a team environment.

Communication and Interpersonal

Effective written and oral communication and interpersonal skills particularly in dealing with professional bodies and people in agitated or stressful situations, with tact and sensitivity.

Customer Service

Demonstrated ability to monitor, identify and anticipate customer needs.

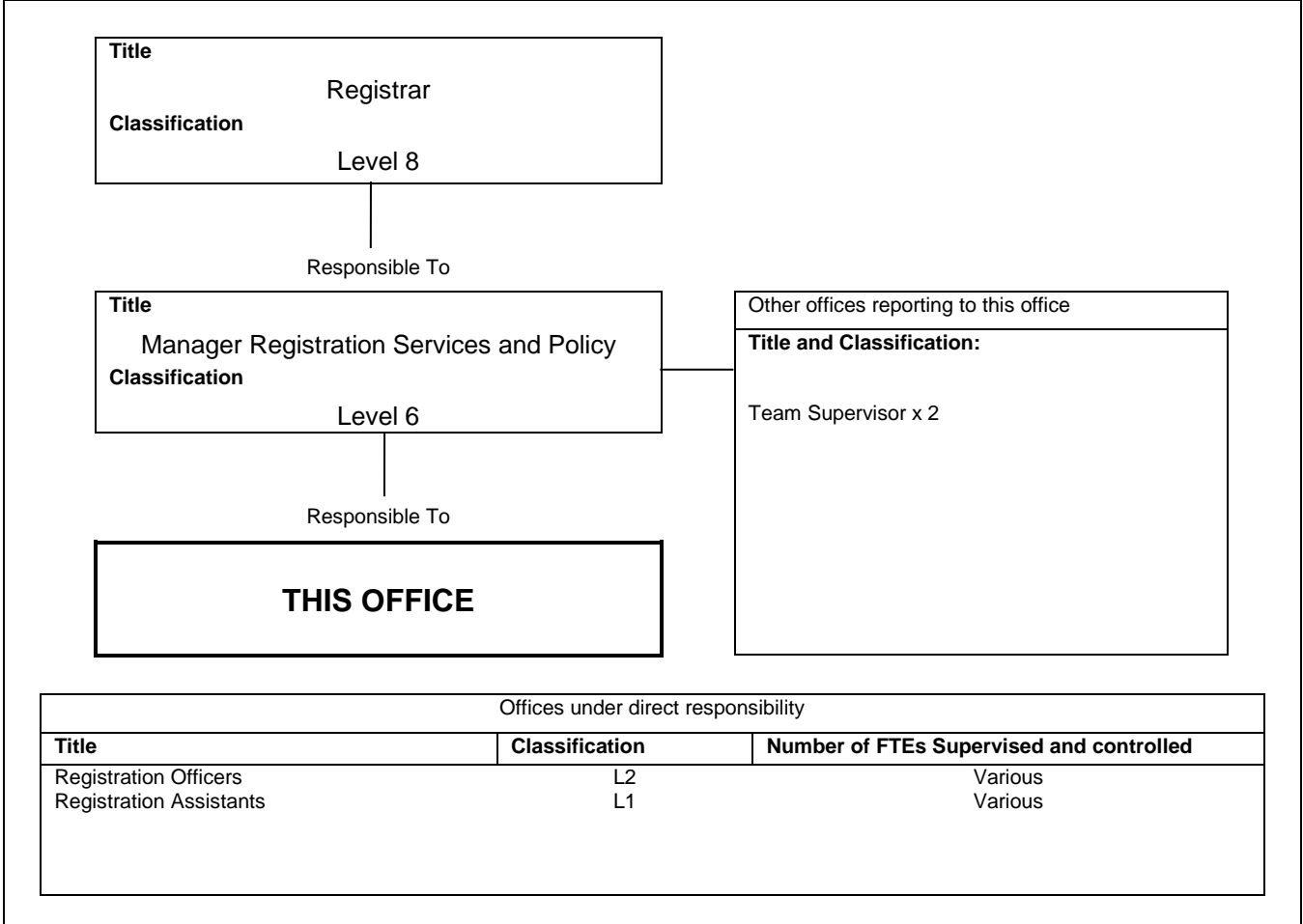
Demonstrated ability to provide effective and quality advice and service to customers including professional bodies.

DESIRABLE

Understanding of the Births, Deaths and Marriages Act, the Commonwealth Marriage Act, Adoption Act 1994 and other legislation relevant to the Registry.

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Reporting Relationships



Offices under direct responsibility		
Title	Classification	Number of FTEs Supervised and controlled
Registration Officers	L2	Various
Registration Assistants	L1	Various

LOCATION AND ACCOMMODATION State location. If accommodation is available give details such as department/G.E.H.A., 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.

Executive Director / Chief Executive Officer
Signature
Date