



Job Description Form

020104 Manager Enforcements

Sheriff's Enforcement

Position details

Classification Level: 6

Award/Agreement: PSA1992 / Public Sector CSA Agreement
(and any subsequent agreement/s)

Position Status: Permanent

Organisation Unit: Court and Tribunal Services, Sheriff's Office

Physical Location: Perth CBD

Reporting relationships

Responsible to: 3917 Sheriff of Western Australia – Level 8

This position: 020104 Manager Enforcements - Level 6

Direct reports: 011960 & 011961 Team Leader Criminal Enforcement – Level 4
005520 Team Leader Quality Assurance – Level 5
3919 Team Leader Civil Enforcement – Level 5

Overview of the position

The Sheriff's Office is accountable for:

- Enforcement of civil court orders
- Enforcement of fines, penalties and infringement notices
- Jury management
- Serving of witness summons for the State

The Manager Enforcements is responsible for the operational management of the Sheriff's enforcement and process service functions of the Sheriff's Office. The incumbent provides support and advises the Sheriff on policy and procedural matters related to enforcement functions and manages projects that deal with enforcement matters in consultation with all court jurisdictions.

Job description

As part of the Sheriff's Enforcement 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

Leadership and Resource Management

- Provides proactive and effective leadership and mentoring support to Team Leaders to ensure that all teams operate effectively and achieve targets.
- Effectively manages and sets the direction for the activities of the Enforcement Team to maximise the recovery of unpaid fines and/or implement alternative sanctions within established timeframes.
- Coordinates the recruitment, training, development and succession planning of teams under their control.
- Monitors and reports on each team's performance, including human resource matters.

Planning

- Contributes to the development of the Sheriff's Office business plans.
- Sets targets for key performance indicators and reporting.

Policy and Procedures

- Contributes to the development of strategies to meet legislative changes impacting on the Sheriff's Office and courts in relation to enforcement functions.
- Ensures compliance with legislation affecting the enforcement functions of the Sheriff.
- Supports and advises the Sheriff and stakeholders on policy and procedural matters related to enforcement functions and the execution of those functions.

Service Delivery

- Establishes, monitors, reviews and reports on service standards and deliverables.
- Ensures the provision of enforcement services meet established standards and governing requirements.
- Proactively liaises with external stakeholders regarding the provision of enforcement services.
- Maintains a high level of awareness of emerging issues and undertakes research and critical analysis as required to inform the delivery of services.

- Identifies, recommends and implements continuous improvement strategies for the delivery of services provided.
- Ensures risk management and mitigation strategies, quality and continuous improvement systems of the Sheriff's enforcement functions are in place and operational.
- Manages projects within the Sheriff's Office operation.

Information and Knowledge Management

- Maintains, researches and provides appropriate information for the Sheriff's Office.
- Coordinates statutory appointments of enforcement officers and maintains the integrity of the criminal and civil enforcement officer appointment registers.
- Ensures operational procedures are documented and kept up to date.
- 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, scan the environment to monitor priorities and keep self and other stakeholders informed on critical factors and issues, think laterally, be innovative, identify and work collaboratively to overcome challenges and implement reform program initiatives are important for this role.

Achieve Results

The ability to; evaluate project/program performance, identify areas of improvement and initiate changes to ensure positive outcomes, deal positively with uncertainty and cope in a changing environment, able to determine appropriate actions despite a lack of clarity, a focus on quality, adherence to current procedures and managing projects to completion within a set timeframe 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, to actively listen to staff, colleagues and stakeholders involved in the reform program and encourage engagement and contribution to the process is a requirement for this role.

Exemplifies Personal Integrity and Self-Awareness

A demonstrated; high level of personal commitment to integrity, professionalism, probity and personal development; adherence to the Code of Conduct; ability to constructively challenge issues, discuss alternatives to progress issues, meet objectives, follow up to finalise work, maintain a positive outlook. Engage with risk by providing impartial and clear

advice, constructively challenging issues and proposing solutions. Actively identifies potential risk issues and reports to management.

Communicates and Influences Effectively

A demonstrated ability to present messages confidently and persuasively and to successfully listen, understand and adapt to a range of audiences is a requirement for this role.

Role Specific Criteria

- Demonstrated substantial leadership experience in developing and managing teams to deliver results.

Special requirements/equipment

- A current and valid 'C' class drivers' licence or equivalent
- Flexibility of hours between 6am and 8pm including overtime and possibility of some weekend work.
- Intrastate travel may be required.

Certification

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

Executive Director Court and Tribunal Services

Signature: _____ Date: 28 July 2021

HR certification date: 7 September 2021