



Job Description Form

Judicial Support Officer

Magistrates Court and Specialist Jurisdictions

Position details

Classification Level: Level 3

Award/Agreement: Public Service Award / Public Service CSA Agreement
(and subsequent agreements)

Position Status: Permanent

Organisation Unit: Court and Tribunal Services, Magistrates Court and
Specialist Jurisdictions

Physical Location: Various

Reporting relationships

Responsible to: Team Leader – Level 4, Registry Manager – Level 4, Clerk of
Court – Level 6

This position: Judicial Support Officer (Generic) - Level 3

Direct reports: NIL

Overview of the position

The Magistrates Court and Specialist Jurisdictions is accountable for:

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.

The **Judicial Support Officer** is responsible for providing support to judicial officers both in and out of court and ensures the delivery of quality advice, information, and assistance to internal and external stakeholders of the court.

Job description

As part of the Judicial Support business area, 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.

Role specific responsibilities

- Undertakes the role of Judicial Support Officer in and out of court, in the criminal, civil and specialist court jurisdictions. Provides administrative and operational support to the judicial officer to ensure the progression of court proceedings.
- Performs court functions including maintaining records of proceedings. Manages court sittings and exhibits, prepares, and checks court files and documentation, and finalises court proceedings.
- Operates and monitors court technology equipment including video and audio link equipment, as required, to facilitate court proceedings.
- Quality assures court outcomes to ensure they are accurately recorded in the Integrated Court Management System (ICMS).
- Prepares and processes court documentation including electronically producing and quality assuring documents, notices, orders and warrants. Facilitates the distribution of court documentation, as required.
- Ensures delivery of quality advice, information and assistance to internal and external customers and stakeholders of the court, and judicial officers.
- Undertakes administrative tasks and investigation relating to court matters, as directed by judicial officers.
- Liaises with magistrates, legal counsel, police, prisons, community corrections, court users and various other stakeholders, as required.
- Deals with customer and stakeholder enquiries in person, by email or telephone, relating to court matters, practices and procedures.

- Utilises knowledge of appropriate systems, legislation, policies and procedures to achieve tasks.
- Applies and develops capabilities to meet performance expectations, demonstrates knowledge of programs and services relevant to court proceedings.
- 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 role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

Shapes and Manages Strategy

The ability to; understand the reasons for decisions made within the division and be able to explain how they are related to their work, identify issues that may impact on the achievement of goals and inform supervisor, utilise knowledge of the work environment to contribute to planning activities, draw information from a variety of sources and apply common sense to analyse what information is important/relevant are all important for this role.

Achieve Results

The ability to; reschedule and reorganise work to reflect changes in priorities, demonstrate knowledge of new programs, plans or services that are relevant to the position, maintains accurate records and files; and ensure that tasks are completed within allocated timeframes are all fundamental to this role.

Builds Productive Relationships

The capacity to; build and maintain relationships with senior management colleagues and clients, share information with stakeholders and seek input from others to inform team discussions, ensure that relevant/important information is shared where required, treat people with respect and courtesy and to act on constructive feedback are requirements for this role.

Exemplifies Personal Integrity and Self-Awareness

A commitment to; adhere to the Code of Conduct in all interactions, behave in a honest professional and ethical way, check and confirm the accuracy of all information prior to release, take responsibility for the completion of work and seek guidance where necessary, stay calm under pressure and not react personally to criticism, acknowledge mistakes and learn from them, meet agreed performance levels and seek and accept supervisor feedback and guidance are all important for this role. Engage with risk by providing accurate information, seeking guidance when required and reporting potential risk issues to supervisor.

Communicates and Influences Effectively

An ability to; structure messages clearly and succinctly orally and in writing, gain a clear understanding of others comments by actively listening and asking questions to ensure understanding – checks that own views have been understood and able to discuss issues thoughtfully without becoming aggressive are requirements for this role.

Role Specific Criteria

- Strong computer literacy skills.
- Knowledge or ability to develop knowledge of court procedures, processes, and relevant legislation.

Special requirements/equipment

- May be required to work outside of standard working hours, subject to business requirements.
- On occasion the incumbent of this position may be required to accompany the Judicial Officer on circuit within the regions travelling by vehicle or aircraft.
- They may also be required to perform relieving duties at other Court locations within the various regions.
- The position holder may be required to participate in job rotation at equivalent level for continued development.

Certification

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

Executive Director, Magistrates Court and Specialist Jurisdictions

Signature: _____ Date: _____

HR certification
date: March 2024