



Courts Administration Authority JOB PROFILE

Position	Enforcement Operations Supervisor
Division	Corporate Services, Sheriff's Office
Remuneration	ASO4

THE ORGANISATION

The Courts Administration Authority is constituted by the *Courts Administration Act 1993*. The Act established the State Courts Administration Council as an administrative authority independent of control by executive government and to confer on the Council power to provide courts with the administrative facilities and services necessary for the proper administration of justice.

Participating courts of the Authority are the Supreme Court, District Court, Environment, Resources and Development Court, Youth Court, Magistrates Court, and the Coroner's Court.

THE SHERIFF'S OFFICE

The Sheriff is a statutory officer appointed pursuant to the *Sheriff's Act 1978* on the recommendation of the Chief Justice of the Supreme Court. The Sheriff is responsible for administering the *Juries Act 1927* and the *Sheriff's Act 1978* which requires the provision of emergency services to the courts, in-court support, court precinct security, and prisoner security services. The Sheriff is also responsible for the service and execution of civil and criminal processes in South Australia.

THE ROLE

The Enforcement Operations Supervisor assists the Manager, Enforcement with the management of contract Sheriff's Officers engaged for the service and execution of orders issued by the court. This includes implementing and maintaining systems to ensure orders are served and executed in accordance with legislation, court rules and agreed service standards.

This role is responsible for providing direction to Sheriff's Officers engaged in Enforcement activities, investigating, and resolving complaints and inquiries from stakeholders, and ensuring necessary data is recorded and reported to clients of the enforcement system. The Enforcement Operations Supervisor will also undertake projects, assist in recruitment, and provide technical support and advice to registrars.

KEY RELATIONSHIPS

The position is located in the Sheriff's Office, Adelaide, and reports on a day to day basis to the Manager, Enforcement, and to the Deputy Sheriff - Enforcement, Jury and Registry Services and to the Sheriff as necessary.

This position maintains key working relationships with:

- Court Registrars and registry staff
- Members of the Judiciary
- Sheriff's Office Management
- Enforcement Sheriff's Officers

- Contractors engaged in the enforcement of orders such as auctioneers, locksmiths and real estate agents.

KEY ACCOUNTABILITIES / RESPONSIBILITIES

The Enforcement Operations Supervisor will achieve the following objectives and key outcomes:

- Contribute to the effective case management of civil enforcement processes by complying with relevant legislation, court rules and sheriff's office practices. This includes accepting and managing warrants for execution and documents for service and financial management of files.
- Provide supervision and support to a small team undertaking enforcement activities.
- Provide support and instruction to ensure the service and execution of court orders is undertaken by Sheriff's Officers in accordance with legislative requirements, court roles and within time frames specified in service level agreements.
- Develop and maintain systems to effectively monitor and report on results of enforcement, as well as Sheriff's Officer compliance in line with service level agreements.
- Assist the Manager, Enforcement with the day to day management of Sheriff's Officers engaged in enforcement activities by providing supervision and direction in relation to the service and execution of processes.
- Liaise with staff of the Courts Administration Authority concerning execution of processes referred to the Sheriff for enforcement.
- Ensure property seized by the Sheriff is sold in accordance with Legislation, Rules of Court and Sheriff's Office procedures including reconciliation of payments within audit requirements and keeping files updated.
- Manage and implement systems to improve practices concerning the provision of reporting of Sheriff's Officers to clients on progress and outcomes on warrants and summonses.
- Contribute to the continuing improvement of services provided by the Sheriff by undertaking projects related to policy and program development.
- Provide quality client services.
- Administer Financial Delegations and Human Resource Delegations as appropriate.

SELECTION CRITERIA

Essential

To successfully perform in this role, the Enforcement Operations Supervisor must have the following skills/abilities/aptitudes:

- Proven ability to identify and analyse problems and develop alternative remedies and strategies.
- Communicate effectively in both writing and verbally, with the ability to provide accurate and clear advice and information to a range of stakeholders.
- Ability to work under limited direction to prioritise tasks and undertake projects with a strong attention to detail.
- Experience in providing effective customer contact with a focus on quality service and timely provision of information.
- High level of interpersonal, negotiation and communication skills necessary for resolving conflict and dealing with difficult situations.
- Experience in writing and maintaining user manuals and instructional documents.
- Demonstrated competency using IT applications including maintaining a database.
- Ability to evaluate processes and procedures to identify improvements.

- Knowledge and experience or the ability to acquire it in using the Electronic Courts Management System.

Desirable

Experience that will be highly regarded:

- Knowledge of the operations of enforcement in the civil jurisdiction of the Supreme Court, District Court and Magistrates Court

SPECIAL CONDITIONS

The following special conditions apply to this position:

- Appointment is under the *Courts Administration Act 1993*. Terms and Conditions of employment are governed by the *Public Sector Act, 2009*.
- This role is identified as a Prescribed Position and the successful applicant is required to obtain a Working with Children Check (WWCC) prior to employment with the CAA, which must be renewed every five years before expiry. WWCC's can be obtained through the Department of Human Services (DHS) Screening Unit
- Appointment is dependent upon a current National Police Certificate that the CAA finds satisfactory. The Sheriff's Office requires the clearance to specify that the incumbent will have unsupervised contact with vulnerable groups.
- As a justice agency, the CAA may receive details of spent convictions as part of any Criminal History Screening and use this information in the selection process.
- Must hold an appointment as a Deputy Sheriff under the Sheriff's Act and an appointment as an Authorised Officer under the Criminal Law Sentencing Act.
- Must hold a current drivers licence.