



## **JOB PROFILE**

Position	<b>Court Officer</b>
Division	CourtSA
Remuneration	ASO2

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## **THE ORGANISATION**

The Courts Administration Authority (CAA) is established under the *Courts Administration Act 1993* to support the effective administration of justice in South Australia. The Act created the State Courts Administration Council as an independent body—free from executive government control—responsible for providing the participating courts with the administrative facilities and services they require.

The participating courts are the Supreme Court, District Court, Environment, Resources and Development Court, Youth Court, Magistrates Court, and the Coroner’s Court. While closely aligned with the work of the courts, the CAA operates as an independent statutory authority and is structured into five key branches: Higher Courts, Court Services, CourtSA, Corporate Services, and People and Culture.

## **COURTSA REGISTRIES**

CourtSA Registries operate within the CourtSA branch of the Courts Administration Authority (CAA), providing essential administrative services to the Supreme Court, District Court, Environment Resources and Development Court, and Magistrates Courts across metropolitan and regional South Australia.

These registries are fundamental to the effective operation of the court system, managing court records, maintaining files, supporting case progression, and serving as the primary point of contact for both the legal profession and members of the public.

The administration of courts is overseen by the Principal Registrar of the Magistrates Court and the Registrar of the Higher Courts, both of whom hold critical leadership positions within South Australia's judicial system. As senior authorities for court administration within their respective jurisdictions, they are accountable for ensuring operational effectiveness, procedural integrity, and legislative compliance.

To facilitate the delivery of registry services throughout the state, these senior registrars delegate authority to registrars, deputy registrars, and local registry teams. This delegation framework is supported by a central Operational Registry Leadership Team led by the Executive Director of the CourtSA division, that provides strategic direction, promotes consistency in practice, and maintains high standards of service quality across all registry locations.



## THE ROLE

The Court Officer plays a vital administrative role within the CourtSA registry. This position is responsible for providing effective registry and information services to court users, including members of the legal profession and the general public.

Key responsibilities include advising court users on court practices and procedures, processing incoming registry work, managing document lodgements, maintaining accurate records in case management systems, and supporting the efficient operation of court proceedings.

Court Officers are often the first point of contact for those interacting with the court system and therefore play an important role in ensuring public confidence in the administration of justice through professional, accurate, and accessible service delivery.

## KEY RELATIONSHIPS

This position reports to the senior manager, depending on location and maintains key working relationships with:

- Judiciary
- Registry, Sheriff's Officers, and Judicial support staff
- Court Users
- External Organisations

## KEY ACCOUNTABILITIES / RESPONSIBILITIES

### Customer Service

- Provide quality face-to-face, electronic and/or telephone based procedural advice to members of the public, court users and other stakeholders in accordance with relevant service standards.
- Deliver superior customer service while always representing the Courts Administration Authority in a professional manner.
- Ensure court files are prepared and transferred using appropriate technical resources in line with legislative requirements, practices and procedures.
- Efficient and accurate processing of all documents/transactions lodged at the Court or produced in the registry.
- Ensure monetary transactions are accurately processed and disbursements and reconciliations are prepared.
- Accurate and timely completion of a wide range of administrative tasks including preparation of court documents, correspondence and data entry.

### Teamwork and Workload Sharing

- Participate in CourtSA's shared workload model by processing tasks from various registry locations as required.
- Adapt to changing priorities and work allocation to ensure equitable distribution of registry tasks across the CourtSA registry teams.
- Contribute to maintaining consistent service standards and processing timeframes across all court locations through collaborative work practices.



## Statutory and Quasi-judicial Functions

- Dependent upon classification, registry staff are appointed as a 'Deputy Registrar' pursuant to the *Magistrates Court Act 1991* and/or as a Deputy Sheriff pursuant to the *Sheriff's Act 1978*. This position will require appointment as a Deputy Registrar under the Act.
- Exercise statutory powers and undertake specific legislative duties as Deputy Registrar (as per the *Magistrates Court Act 1991*), or as directed by the Registrar or Court proceedings which includes the signing of Court documentation and processing matters in the Magistrates Court or acting in a quasi-judicial capacity.

## SELECTION CRITERIA

### Essential

- **Teamwork:** Ability to work cooperatively with others, contribute to team goals, and participate effectively in a shared work environment.
- **Communication Skills:** Clear written and verbal communication skills, with the ability to explain basic processes and communicate effectively with colleagues and court users.
- **Interpersonal Skills:** Good interpersonal skills to interact positively with the public and colleagues, respond appropriately to different situations, and maintain a helpful, patient approach when dealing with court users.
- **Customer Service:** Ability to provide courteous and helpful service to clients, with an understanding of professional conduct in a public service role.
- **Administrative Experience:** Demonstrated experience in providing a range of general administrative support services in an office environment, or ability to acquire administrative skills quickly.
- **Digital Literacy:** Familiarity with computers and Microsoft Office applications, including the ability to use email, word processing, and basic data entry. Ability to learn and adapt to specialised court systems and software with training provided.
- **Time Management:** Ability to organise work tasks, follow instructions, and complete assigned duties within required timeframes while providing quality customer service.
- **Attention to Detail:** Ability to maintain accuracy and precision when processing documents and managing records in accordance with established procedures.

## 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*.
- Appointment is dependent upon a current National Police Certificate that the CAA finds satisfactory.
- 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.
- Eligible for appointment as a Justice of the Peace.
- May be appointed as a Deputy Registrar pursuant to the *Magistrates Court Act 1991* and/or as a Deputy Sheriff Pursuant to the *Sheriff's Act 1978*.
- Travel to other courthouses or to circuit locations may be required.
- Some out of hours work may be required.