

Job Profile

Position:	Probate Registry Services Coordinator
Division:	Probate Registry, Higher Courts Division
Remuneration:	ASO4

THE ORGANISATION

The Courts Administration Authority (CAA) 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.

HIGHER COURTS DIVISION

The Higher Courts Division comprises the Supreme Court, the District Court, the Environment, Resources and Development Court (ERD) and their registries, including the Probate Registry. Staff of the Higher Courts Division are responsible for supporting the participating courts by providing non-judicial administrative functions and support to the business of each Court.

THE ROLE

The Probate Registry Services Coordinator supports the Registrar of Probates by contributing to the coordination and supervision of the client service function of the Supreme Court Probate Registry.

This role is responsible for coordinating case management and client based functions to ensure an efficient and effective delivery of service within the Probate Registry.

KEY RELATIONSHIPS

Reports to the Registrar of Probates, Supreme Court.

This position maintains key working relationships with:

- Registry and Courts Administration Authority staff
- Higher Courts management

- Members of the judiciary and their staff
- Court users, including members of the public and the legal profession

KEY ACCOUNTABILITIES / RESPONSIBILITIES

- Support the Registrar of Probates by effectively managing the provision of client services to court users.
- Manage general workflow within the Probate Registry, ensuring documents and/or transactions lodged are efficiently processed in accordance with legislative and other requirements.
- Provide leadership, supervision and support to Client Services Officers to ensure all administrative tasks are actioned within a timely manner.
- Resolve complex and escalated matters within the delegated authority for decision-making, in compliance with established court procedures and practices.
- Support the Registrar of Probates with open Court held directions hearings and mediations.
- Manage and examine affidavits of additional or inaccurately described assets and liabilities to issue a Registrar's Certificate to complete the estate administration.
- Conduct fortnightly information sessions to the community on explaining the practice and procedure of lodging a grant application on CourtSA.
- Ensure the ongoing maintenance of procedures and guidelines for registry operations and provide training to other staff as required.
- Contribute to the implementation of continuous improvement initiatives as it applies to the probate office.
- Ensure the maintenance of court database systems and provide timely and accurate reporting, statistical research, and data analysis.
- Perform administrative tasks including, but not limited to, preparation of court documents and correspondence within required timeframes.

SELECTION CRITERIA

Essential

- Well-developed communication skills both written and verbal, with the ability to write clearly and concisely, and have a high level of attention to detail
- Demonstrated ability to manage competing priorities, use initiative, organise and accurately complete work within set timeframes in a demanding and diverse environment
- Experience in providing a high level of service to a diverse range of court users regarding relevant procedural information and processing of payment lodgements.
- Ability to analyse and interpret complex information and legislation, apply policies and determine compliance with legal requirements.
- Ability to implement procedural change to meet legislative requirements and for continuous improvement of services and practices.

- Ability to use personal computers, software, in particular the electronic courts management system (ECMS), and Microsoft suite.
- Demonstrated ability and experiencing in producing, interpreting and analysing statistical reports to monitor overall performance.

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.