Job Profile

Position:	Senior Court Officer
Division:	CourtSA – Registry Services
Remuneration:	ASO3

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.

SINGLE REGISTRY BRANCH

Registry Services are provided for the Magistrates Court across Civil and Criminal jurisdictions. The registries play a key role in supporting court operations through assisting with the administration of the court, including recording, managing and maintaining data and related documents for all court matters. Registries are the principal point of reference for enquiries from the legal profession and the public. Registries are located across the State.

Court administrators are led by the Principal Registrar of the Magistrates Court and the Chief Operating Officer who provide managerial and administrative support to the Magistracy, which includes strategic and operational business planning, registry operations, human resource management, financial management and management of facilities.

THE ROLE

The Senior Court Officer is responsible for providing high level customer service through efficiently resolving court user queries and accurately processing all documents and transactions lodged at the Court or produced in the Magistrates Court Registries.

The Senior Court Officer is required to contribute to the overall office management within the Registry, including assisting in processing court and client enquiries.

KEY RELATIONSHIPS

Reports to the Listings Manager

This position maintains key working relationships with:

- Supervising Registrar
- Listings Manager
- Court Officers within the Registry.
- Judiciary
- Registry, Sheriffs and Judicial support staff
- Court Users

KEY ACCOUNTABILITIES / RESPONSIBILITIES

Customer Service

- Deliver a quality customer service in accordance with service level standards and provide accurate procedural advice to Court users.
- Respond to queries raised in line with client diversity needs according to client service practice and standards.
- Liaise with the Judiciary, management, external organisations, and other stakeholders to ensure the smooth and efficient operation of the court and Registry as required.
- 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 and correspondence and data entry.

Team Leadership and Supervision

- Assist in the supervision of staff through appropriate management practices, including preliminary performance and development discussions.
- Assist in the organisation, coordination and prioritisation of workloads to ensure the delivery of efficient client services.
- Exercise sound judgement and decision-making to ensure escalated issues are solved, options are formulated, or referrals provided in accordance with delegated authority.
- Contribute to continuous improvement of services having regard to the strategic direction of the Courts Administration Authority.

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 may 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

- Demonstrated ability to manage competing priorities, use initiative, organise and accurately complete work within set timeframes in a demanding and diverse environment.
- High level of interpersonal and communication skills necessary for resolving conflict and dealing with difficult court users.
- Demonstrated ability to work and foster a team environment, including working effectively with all CAA staff involved in delivering Court support services.
- Ability to read and interpret legislation, regulations and court procedures.
- Experience in providing a high level of service, information and procedural advice in a complex and demanding environment.
- Ability to co-ordinate the work of others and contribute to managing the administrative operations of an office.
- Awareness and sensitivity to the needs of people from diverse backgrounds and cultures.

Desirable

- Experience in delivering services in a court or legal related environment.

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.
- Undertake work related intrastate travel, which may require driving a motor vehicle and overnight absences.