

ROLE DESCRIPTION

Client Services Officer

Cluster	Justice
Division/Branch/Unit	Court Services
Location	Various
Classification/Grade/Band	Clerk Grade 1-2
ANZSCO Code	599211
Role Number	Various
PCAT Code	1119192
Date of Approval	
Agency Website	www.lawlink.nsw.gov.au

Agency overview

The Department of Justice supports the NSW community by providing access to justice services, through the protection of rights and public safety initiatives.

Court Services comprises the Local Court, District Court and Sheriff’s Office. There are approximately 1500 staff in the business centre working in over 164 locations throughout the State.

Primary purpose of the role

The Client Services Officer provides a range of clerical and administrative services including, but not limited to, responding to client enquiries, data entry and records management. In Local Courts, the Client Services Officer is primarily involved in assisting in the operation of court rooms.

Key accountabilities

- Supports the efficient operation of the court including liaising effectively with a wide range of stakeholders.
- Anticipates the requirements of the judiciary and other key stakeholders in the courtroom environment and provides a timely and effective response
- Provides a high level of clerical and administrative support to the court and registry
- Uses computer systems to accurately enter data
- Provides high quality client services
- Supports the effective implementation of improved work practices.
- Adapts to work in different jurisdictions.
- Complies with department policies and practices such as Harassment prevention, EEO, EAPS, Code of Conduct, WH&S, Ethical Work Practices, Disability Awareness, ATSI Strategies.

Key challenges

- Provides accurate, timely and consistent information and assistance to clients and the court.
- Able to liaise effectively with members of the judiciary and other stakeholders to ensure the efficient running of the court
- Able to quickly adapt to working in different jurisdictions and in different teams.

Key relationships

Who	Why
Internal	
Deputy Registrar / Registrar / Senior Client Services Officer	Receives guidance in work practices, more difficult and sensitive matters and performance feedback
Team members	Shares information, provides and seeks assistance, works collaboratively
Judiciary	Supports the operations of the court and works in cooperation with the Judiciary in the Courtroom
External	
Clients	Handles enquiries and routine correspondence

Role dimensions

Decision making

The role works autonomously according to established routines, practices and procedures, in relation to day-to-day matters concerning the operation of the court and registry

The role is responsible for managing own workload once priorities are set and work allocated.

The role seeks advice and guidance where new legislation, rules or policy and procedure has been introduced and in relation to more complex matters.

Reporting line

This position reports to the Deputy Registrar / Registrar / Senior Client Services Officer

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Circuit and relieving staff are required to possess a current Drivers Licence and be willing to travel, including overnight stays.

Capabilities for the role






The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

This role also utilises an occupation specific capability set.

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	N/a
	Inspire Direction and Purpose	N/a
	Optimise Business Outcomes	N/a
	Manage Reform and Change	N/a

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal attributes		
Manage self	Foundational	<ul style="list-style-type: none">• Be willing to develop and apply new skills• Show commitment to completing work activities effectively• Look for opportunities to learn from the feedback of others
Relationships		
Work collaboratively	Intermediate	<ul style="list-style-type: none">• Build a supportive and co-operative team environment• Share information and learning across teams• Acknowledge outcomes which were achieved by effective collaboration• Engage other teams/units to share information and solve issues and problems jointly• Support others in challenging situations
Results		
Deliver Results	Intermediate	<ul style="list-style-type: none">• Complete work tasks to agreed budgets, timeframes and standards• Take the initiative to progress and deliver own and team/unit work• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals• Seek and apply specialist advice when required
Business Enablers		
Technology	Foundational	<ul style="list-style-type: none">• Display familiarity and confidence in the use of core office software applications or other technology used in role• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation• Understand information, communication and document control policies and systems, and security protocols• Comply with policies on acceptable use of technology