

ROLE DESCRIPTION

REGISTRY OFFICER

Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	NSW Civil and Administrative Tribunal	
Location	Various	
Classification/Grade/Band	Clerk Grade 1/2	
Role Number	TBC	
ANZSCO Code	599211	
PCAT Code	1119192	
Date of Approval	10 June 2014	REF: NCAT 0001
Agency Website	www.dcj.nsw.gov.au	

Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

Primary purpose of the role

Provide administrative, clerical and client service support in NCAT Divisions.

Key accountabilities

- Provide information to clients face to face, by phone or in writing, record action taken and follow up where required.
- Prepare matters for hearing (organise copies of papers for tribunal members, notify parties, arrange reporting services, interpreters and country venues and travel for members and make arrangements for clients with special needs).
- Provide a range of administrative and clerical support services, including fax, post, photocopying, compilation and distribution of documents.
- Prepare routine correspondence, as required, ensuring all documentation conforms to Tribunal presentation, style, format and content protocols.
- Input all relevant data in the Tribunal's case management system and create, store, retrieve and archive Tribunal files to ensure the accurate and safe storage of data/information to comply with the required standards.

- Seek guidance from, and escalate more complex matters to the Senior Registry Officer/Team Leader, as appropriate.
- Liaise with relevant officers in other NCAT Divisions and Principal Registry to deliver quality client services within the guarantees of service standards.
- Maintain an up-to-date knowledge of relevant legislation and operational procedures and contribute to the development and implementation of business process and service delivery improvements.

Key challenges

- Dealing professionally with tribunal members and parties.
- Exercising judgement in a respectful manner when dealing with parties in an often volatile and emotive environment.
- Identifying and responding to changing workloads and priorities, and meeting deadlines within tight timeframes in a high volume environment.

Key relationships

Who	Why
Internal	
Senior Registry Officer	Receive information and discuss issues relevant to the role
Team Members (within the Division)	Share information on the activities of the Registry, liaise and discuss allocation of resources and seek advice on procedures
NCAT staff (in other NCAT Divisions)	Develop effective relationships and take part in whole of NCAT activities, including discussions about new/updated Tribunal processes
Tribunal Members	Obtain from and provide information to Tribunal Members
External	
Parties to proceedings and legal representatives	Provide accurate and appropriate information as required

Role dimensions

Decision making

In accordance with Registry Procedures

Reporting line

Reports to the Team Leader

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

Ability to work in a high volume, frontline customer service environment

Essential requirements

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

Capabilities for the role


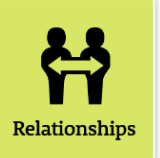
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Behave in an honest, ethical and professional way• Build understanding of ethical behaviour• Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation• Speak out against misconduct and illegal and inappropriate behaviour• Report apparent conflicts of interest	Foundational
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none">• Recognise the importance of customer service and understanding customer needs• Help customers understand the services that are available• Take responsibility for delivering services that meet customer requirements• Keep customers informed of progress and seek feedback to ensure their needs are met	Foundational

- Show respect, courtesy and fairness when interacting with customers
- Recognise that customer service involves both external and internal customers



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek clarification when unsure of work tasks
- Complete own work tasks under guidance within set budgets, timeframes and standards
- Take the initiative to progress own work
- Identify resources needed to complete allocated work tasks

Foundational



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies





Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role is not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational