

ROLE DESCRIPTION

Sheriff's Officer

| | | |
|----------------------------------|--|---------------------|
| Cluster | Stronger Communities | |
| Department | Department of Communities and Justice | |
| Division/Branch/Unit | Sheriff's Office | |
| Location | Various | |
| Classification/Grade/Band | Sheriff's Officer | |
| Role Number | 599212 | |
| ANZSCO Code | Generic | |
| PCAT Code | 1119192 | |
| Date of Approval | 6 June 2022 | Ref: SO 0029 |
| Agency Website | www.courts.justice.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

Sworn uniformed Sheriff's Officers have law enforcement, security and other court related responsibilities under the direction and supervision of the Officer-in-Charge. The law enforcement duties include serving summonses and enforcing writs, warrants and orders issued out of the various courts. The security duties involve maintaining the security of court complexes and the safety of people attending these complexes.

The other court related duties involve the welfare and support of jurors and day to day support of court room operations. There is flexibility with placement as a Sheriff's Officer can be required to move between centres to meet work demands. Sheriff's Office centres and all Sheriff's Officers are expected to be part of that team approach.

Key accountabilities

- Support the efficient operation of the court by maintaining the security of court complexes and the safety of people attending these complexes.
- Undertake law enforcement duties in compliance with relevant legislation, policies and procedures
- Undertake court related duties including the support of jurors
- Use computer systems to accurately enter data
- Provide high quality client services
- Support the effective implementation of improved work practices

- Adapt to work in different jurisdictions
- Comply with departmental policies and practices such as harassment prevention, EEO, EAPS, Code of Conduct, W, H & S, Ethical Work Practices, Disability Awareness and ATSI Strategies.

Key challenges

- Demonstrates composure, common sense and initiative when dealing with a diverse range of clients
- Plans and prioritises to effectively manage high volumes of work
- Able to quickly adapt to working in different jurisdictions and different teams

Key relationships

| Who | Why |
|--|---|
| Internal | |
| Officer-in-Charge/ Regional Commander | Receives guidance in work practices, more difficult and sensitive matters and performance feedback |
| Judiciary, Registrar, court staff | To facilitate the service and execution of court process. To perform court-related or security duties. |
| Team members | Shares information, provides and seeks assistance, works collaboratively |
| External | |
| Jurors | To provide information and support |
| Victims and Witnesses | To guide and assist victims and witnesses in a sensitive manner, during their encounters with the court. |
| Creditors / debtors (general public), contractors, other agencies (eg Corrective Services) | To facilitate the service and execution of court process. The Officer will give guidance on the duties being performed and the role of the Sheriff's Office |
| Legal profession, Police | To perform court-related or security duties. |

Role dimensions

Decision making

The role works autonomously according to established routines, practices and procedures, in relation to day-to-day duties

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

The role reports to the Officer-in-Charge

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Current Driver's Licence.
- National Criminal History Check
- Current First Aid certificate
- Physically & Medically fit
- Satisfactory completion of a mandatory medical assessment is required.
- Successful completion of recertification training every 2 years (or as amended from time to time)

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 |

FOCUS CAPABILITIES

| Capability group/sets | Capability name | Behavioural indicators | Level |
|--|---|--|--------------|
|  Personal Attributes | Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change | <ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused on challenging situations | Intermediate |
|  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 | Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect | <ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly | Intermediate |
|  Results | Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes | <ul style="list-style-type: none"> • 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 |
|  Results | Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | <ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others' health and safety • Escalate issues when these are | Foundational |

FOCUS CAPABILITIES


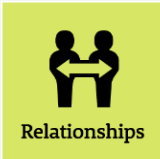
| Capability group/sets | Capability name | Behavioural indicators | Level |
|--|---|--|--------------|
|  Business Enablers | Technology Understand and use available technologies to maximise efficiencies and effectiveness | identified <ul style="list-style-type: none"> Follow government and organisational record-keeping requirements | Foundational |
| | | <ul style="list-style-type: none"> Display familiarity and confidence when applying technology used in role Comply with records, communication and document control policies Comply with policies on the acceptable use of technology, including cyber security | |

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 | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Foundational |
| | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  Relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Foundational |
| | 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 |

COMPLEMENTARY CAPABILITIES

| Capability Group/Sets | Capability Name | Description | Level |
|---|-------------------------------------|--|--------------|
|  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 |
|  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 |