

## Magistrates Court

### Administration Officer – Statement of Duties

#### Objective

The objective of this position is to contribute to the court through the provision of high level customer service and an efficient and effective range of administrative and clerical functions including, responding to telephone and front counter customer enquiries, the listing of matters for court, the registration of court related documents, the entry of outcomes.

#### Duties

- Working within a team of the Magistrates Court Registry to provide personal, electronic and telephone reception duties, ensuring sensitive and confidential handling of enquiries and liaising with members of the public including defendants, complainants, vulnerable people, the legal profession, police and clerical staff.
- Prepare and generate court documents from a range of computerised data bases, for the Civil and the Criminal and General Division to a high standard.
- Receiving and receipting of court related documents and fees; entering this information into computerised data bases and balancing daily filing fees and payments received.
- Accurate entry of court outcomes into computerised data bases and the distribution of associated correspondence.
- Work as part of a team to support the ongoing development of skills and knowledge of other team members.
- Filing and general duties within the registry as required.
- The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying jobs at this classification level.

#### Level of responsibility

- Work is based on established guidelines with routine supervision from a Team Leader and other, experienced and senior staff members.
- The occupant is directly responsible for the completion of tasks, and for contributing to the achievement of team objectives within the Magistrates Court of Tasmania.

- Conduct your work in a safe manner such that it does not put yourself or others at risk.
- Comply with any reasonable instruction contained in WHS policies, procedures and instructions and report hazards, near misses and incidents to your supervisors.
- You are responsible for upholding the values of Integrity, Respect, Accountability and actively contributing to make our workplaces Inclusive and Collaborative.

### **Direction and supervision received**

- Responsible to the Team Leader, for their own performance and to achieve set outcomes undertaken under general supervision and direction.
- Participate in professional development planning and ongoing learning and development activities.

### **Selection criteria**

1. Clerical experience, in particular experience and understanding in court administration or the capacity to acquire such knowledge quickly.
2. Good communication and interpersonal skills, including the ability to liaise with clients and staff at all levels in a sensitive and confidential manner.
3. The ability to work effectively either individually or as part of a team in the efficient and timely delivery of services.
4. Experience in using current office technology and an ability to adapt to new technology and procedures as required or an ability to gain that knowledge within a reasonable time frame.
5. The ability to follow procedures and to complete tasks accurately and within deadlines, with the capacity to adapt and participate in organisational change and to deal with multiple tasks simultaneously.
6. A basic and fundamental knowledge of the Magistrates Court as to the application of Lower Court practices and procedures which will enable the provision of information on the operational aspects of the courts.

### **Essential requirements**

- Nil

### **Desirable requirements**

- Nil.

## **Pre-employment Checks**

The Head of State Service has determined that the person nominated for this vacancy is to satisfy a pre-employment check before taking up the appointment, promotion or transfer.

The following checks are to be conducted:

1. Pre-employment checks

- Arson and fire setting
- Violent crimes and crimes against the person
- Sex-related offences
- Drug and alcohol related offences
- Crimes involving dishonesty
- Crimes involving deception
- Making false declarations
- Malicious damage and destruction to property
- Serious traffic offences
- Crimes against public order or relating to the Administration of Law and Justice
- Crimes against Executive or the Legislative Power
- Crimes involving Conspiracy

2. Disciplinary action in previous employment.

3. Identification check.

## Position Summary

<b>Title</b>	Administration Officer
<b>Number</b>	350235
<b>Award</b>	Tasmanian State Service Award
<b>Classification</b>	General Stream Band 2
<b>Division</b>	Justice and Reform
<b>Full Time Equivalent</b>	1.0
<b>Output Group</b>	Magistrates Court
<b>Branch</b>	Launceston
<b>Supervisor</b>	Team Leader
<b>Direct Reports</b>	Nil
<b>Location</b>	North
<b>Position category and funding</b>	A011