

Administration Officer

Statement of Duties – July 2021

Title	Administration Officer
Number	350249
Award	Tasmanian State Service Award
Classification	General Stream Band 2
Output Group	Administration of Justice
Full Time Equivalent	1.0 FTE
Division	Magistrates Court
Branch	North West
Supervisor	Team Leader
Direct Reports	Nil
Location	Devonport
Terms of Employment	Permanent full-time, 73.50 hours per fortnight, Some intrastate and interstate travel may be required
Position category and funding	A007

The Department of Justice

Aim

A safe, fair and just Tasmania.

Purpose

To support the Tasmanian Government to promote the rule of law by

- ensuring an effective, efficient and accessible justice system.
- protecting and respecting rights.
- improving laws.
- influencing positive behaviour and enforcing responsibilities.

Visit the [Department of Justice website](#) for more information.

Divisional Information

The Magistrates Court of Tasmania aims to serve the community by providing access to an accountable, independent and impartial system of justice administered according to law.

Visit the [website](#) for more information.

About the position

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, attending as a court clerk as required.

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 based on established guidelines with routine supervision from other more 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.

Responsibilities

Conduct their work in a safe manner such that it does not put themselves or others at risk.

Comply with any reasonable instruction contained in the WHS policies, procedures and instructions and report hazards, near misses and incidents to their supervisors.

Direction and supervision received

Responsible to the Team Leader Magistrates' Court, for her/his 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

The following specific selection criteria must be addressed by candidates by describing their relevant personal and professional skills and abilities; qualifications, training and competencies; past achievements; and potential for development. The position objective and duties can also be used to assist in addressing the 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.

Working environment

Employment in the State Service is governed by the *State Service Act 2000*. Both employees and officers are required to uphold and comply with the State Service Principles (Section 7) and the Code of Conduct (section 9).

Department of Justice state service employees:

- treat all users of our services with respect and courtesy;
- listen to what users of our services have to say;
- personalise services to the needs and circumstances of each user of our services where practical;
- always do what they say they are going to do, or update the appropriate people promptly if things change, offering an explanation for the change;
- respond to enquiries promptly and efficiently; and
- consult the public and users of our services about their service needs.

The minimum standard of behaviour expected of all Department of Justice employees is to:

- Consider people equally without prejudice or favour.
- Act professionally with honesty, consistency and impartiality.

- Take responsibility for situations, showing leadership and courage.
- Place the public interest over personal interest.
- Appreciate difference and welcome learning from others.
- Uphold the law, institutions of government and democratic principles.
- Communicate intentions clearly and invite teamwork and collaboration.
- Provide transparency to enable public scrutiny.
- Be fiscally responsible and focus on efficient, effective and prudent use of resources.

Further information about employee expectations is on the Department of Justice Intranet site under Statement of Intent.

The department is committed to high standards of performance in the application of contemporary management practices and principles including workplace health and safety and workplace diversity. The department recognises and uses the diversity of the community it serves. In doing this it acknowledges the individual differences that can contribute to the capacity of a person to perform the inherent requirements of the duties.

DoJ has a zero tolerance approach to violence, including any form of family violence. DoJ takes an active role in supporting employees and their families and is committed to providing a workplace that promotes safety and wellbeing of all employees.*

**The Department accepts the Tasmanian legal definition of violence.*

All employees are expected to participate in maintaining safe working conditions and practices and to promote and uphold the principle of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

All employees are responsible for participating actively and constructively in discussions regarding performance and for the implementation of agreed outcomes in accordance with the Performance Management policies and strategies of the Department.

Smoking is prohibited in State Government workplaces and vehicles.

Requirements

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:

I. 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.