

Magistrates Court of Tasmania

Information Sheet for applicants



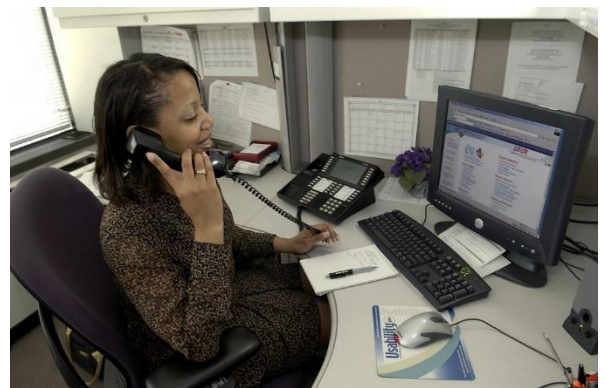
A day in the life of an Administration Officer

Administration Officers have a key role in Magistrates Court operations. They assist the public in accessing justice and ensure that court documents are produced accurately, on time and are managed confidentially.

Beginning your day at 8.45am, you will provide great customer service and complete data entry and filing tasks throughout the day. Depending on the Registry where you are located, your tasks might range from entering civil claims or criminal complaints and applications into a business information system, to customer service at reception, responding to enquiries by email or telephone, sending documents to people who have attended court or to lawyers and prosecutors, or all of the above.

Your data entry duties will include preparing documents ready for court and entering outcomes from the day's court sessions. Bail and sentencing documents need to be produced as soon as possible after the sentence is made by the Magistrate.

Most court documents need to be completed on the same day that the matter was heard in court, such as fines, sentencing orders, enforcement orders, protection orders and warrants. To do well in this role you will have very good attention to detail and enjoy working through bundles of work with your team to meet daily deadlines.



Throughout the day you will have many different tasks and responsibilities such as preparing documents for future court appearances, sending out orders or notices to people who have appeared in court, filing, providing assistance and information to the public, and assisting stakeholders on procedural matters. You will do this as part of a small team, who share workloads and assist each other to cover what needs to be done. You need to be able to work within a fast paced environment and be flexible to deal with urgent paperwork whenever it hits your desk.

Working at reception you will assist people from across Tasmanian society. You will meet people with different; cultural backgrounds, disabilities, literacy levels, and from all walks of life. You will provide information to lawyers, police, support services, victim-survivors, defendants and witnesses.

To be successful in this role you will have great communication and interpersonal skills, be patient and respectful. While you will answer questions from the public about how the court works to help them navigate their way through court processes, you do not provide legal advice. Working at the court you will learn the different processes for matters dealt with in each of the Magistrates Court Divisions, and will develop a general understanding of the legislation that we operate within.

Ending your day at 5:06pm, while ensuring that all urgent administration procedures have been completed and the cash tills have been closed. There may be rare occasions where Administration Officers are required to perform work after this time if a court is still in session that requires data entry.