



## Position Details

<b>Title</b>	Client Service Officer
<b>Division</b>	Court and Tribunal Services
<b>Section</b>	Strategic Support Hub (SSH) / Location Based Support
<b>Classification</b>	Australian Public Service Level 4 (APS 4)
<b>Salary</b>	\$68,643 - \$74,529 per annum, plus superannuation
<b>Employment type</b>	Non-ongoing / Ongoing
<b>Location</b>	
<b>Position number</b>	TBC
<b>Reports to</b>	Team Leader, Strategic Support Hub / Manager Court Operations / Director Court Operations

## Agency Overview

The Chief Executive Officer and Principal Registrar of the Federal Court, together with officers and staff identified under the *Federal Court of Australia Act 1976*, the *Federal Circuit and Family Court of Australia Act 2021* and the *Native Title Act 1993*, constitute a single Statutory Agency for the purposes of the *Public Service Act 1999*. Employees are engaged to work in support of the following courts or tribunal:

- Federal Court of Australia,
- Federal Circuit and Family Court of Australia, and
- National Native Title Tribunal.

Employees are covered by the [Federal Court of Australia Enterprise Agreement 2018–2021](#).

The Federal Court and the Federal Circuit and Family Court each maintain a distinct statutory identity, with separate functions and judicial independence.

## Purpose of position

The Strategic Support Hub (SSH) is a pivotal part of the Court's operational structure with broad responsibility nationally across both general federal and family law jurisdictions for enquiries management, filed document management and Deputy Registrar Support in Family Law. It includes the contact centre and national entry point for telephone, email and live chat contacts and national document management for both general federal and family law. It also oversees the National Support Pool assisting Deputy Registrars working in family law nationally.

Likewise, Location Based Support is also a pivotal part of the Court's operational structure. Location Based Support provides services directly to the judiciary and leads the location court operations management structure within each court registry. It integrates with the SSH to provide a holistic service to judges, staff, litigants and the profession.

Staff at the SSH report to the Team Leaders Strategic Support Hub and may be located at dispersed locations nationally working with other SSH staff. Staff in Location Based Support are located in a specific registry location to provide support at a local level. Staff within this stream report to either the Manager Court Operations or Director Court Operations, depending on the locations size and structure.

This position may be required to work in any of the 3 streams of work managed by the Strategic Support Hub (enquiries, document management, and registrar support) with regular role rotation and cross skilling.

### **Key Responsibilities and Duties**

The responsibilities of the position are to:

- provide information and advice relating to court services, procedures, processes and forms as well as external options to clients to assist them to resolve their enquiries and issues
- progress cases by providing administrative services in accordance with court processes, including document lodgement, enquiries management, Registrar support and receiving and reconciling court fees and charges
- assist in the management of complex cases through the case management system
- work independently within defined rules to apply legislation, guidelines and court processes.
- Identify issues and contribute to the resolution of problems.
- schedule and prioritise matters for hearing and other interventions to achieve the earliest possible resolution
- liaise with a range of internal and external stakeholders including Judge's chambers, Registrars and their support staff, managers, legal practitioners, community organisations and other service providers to assist the resolution of cases
- coach employees, identify training needs and provide quality assurance
- collate, analyse and produce reports as required, and
- assist Registrars as required.

### **Selection Criteria**

1. A demonstrated record of success in the provision of service to clients involving working directly with the general public and a demonstrated understanding of and commitment to providing client focused services in a high volume environment.
2. A demonstrated high level of organisational, analytical and problem solving skills, the ability to use initiative and work independently and the ability to prioritise work to meet deadlines.
3. A demonstrated ability to work well in a team, foster a positive team environment and demonstrated experience coaching and training colleagues (or related experience) .
4. A demonstrated capacity to communicate effectively both orally and in writing with people from a wide range of backgrounds, including clients, other staff members, the judiciary and senior management. This will include a proven ability to manage stressful and/or conflict situations in a professional manner, on a continual basis.
5. A demonstrated ability to contribute to and support change in the workplace including a strong ability to identify opportunities for process improvement. and quickly acquire a sound working knowledge of court procedures, guidelines and policies.