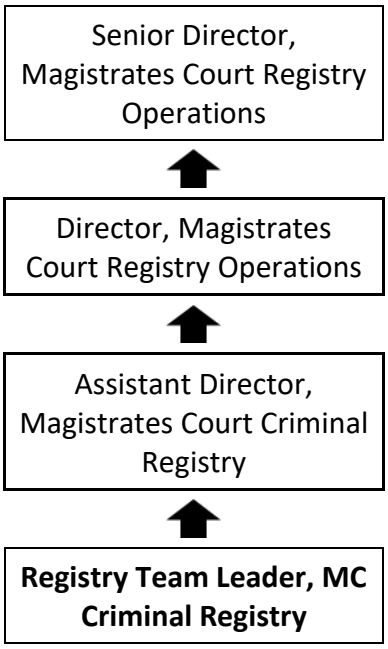
ACT Courts and Tribunal

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit	ACT Courts and Tribunal
Branch	Registrar's Office, Magistrates Court
Section	Magistrates Court Registry Operations
Position Title	Registry Team Leader, MC Criminal Registry
Position Number	P43643
Classification	Administrative Services Officer 6 (ASO6)
Location	Canberra City
Last Reviewed	November 2026

Reporting Relationships



The Australian Capital Territory Public Service (**ACTPS**) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation as well as demonstrate the related signature behaviours.

The ACTPS supports workforce diversity and is committed to creating an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability, culturally diverse people and those who identify as LGBTIQ are encouraged to apply.

The ACTPS is committed to the principles of Reasonable Adjustment to ensure everyone has equitable employment opportunities.

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and supports a democratic society
- Strengthens community safety;
- Protects people's legal and human rights and interests;

- Cares for and supporting people who are at a higher risk of vulnerability;
- Enhances timely access to justice;
- Builds community and business resilience to emergencies and disasters/disruptions; and
- Supports formal partnerships and shared decision making with First Nations Peoples.

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focussed; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Manager of Government Business
- Minister for Gaming Reform
- Minister for City and Government Services
- Minister for Night-Time Economy
- Minister for Police, Fire and Emergency Services
- Minister for Corrections
- Minister for Women
- Minister for Prevention of Family and Domestic Violence
- Minister for Human Rights

BUSINESS UNIT OVERVIEW

The ACT Courts and Tribunal (**ACTCT**) supports the proper administration of justice by providing high quality support to judicial officers and tribunal members and high-quality services to those using the courts and tribunal. It provides the Supreme Court, Magistrates Court and ACT Civil and Administrative Tribunal (**ACAT**) with registry, court support, forensic, corporate and strategic services.

The ACTCT is led by the Chief Executive Officer (CEO) appointed under the *Court Procedures Act 2004* and has the following branches:

- Executive
- Registrar's Office Supreme Court which includes Supreme Court Registry Operations and Sheriff's Office
- Registrar's Office Magistrates Court which includes Magistrates Court Registry Operations and the Forensic Medicine Centre
- Registrar's Office ACAT which includes ACAT Registry Operations
- Corporate and Strategic Services.

BRANCH OVERVIEW

The Registrar's Office (Magistrates Court) and Registrar's Office (Supreme Court) provides support to the Magistrates and Supreme Courts and the judiciary including exercising statutory powers of a registrar of the court and providing legal, policy and procedural advice. The Magistrates and

Supreme Court registry provides high level administrative support to the judiciary in the performance of their roles, and to the parties and legal representatives who appear in the courts.

MC Registry Operations consists of the following areas:

- Circle Sentencing Court
- Criminal Registry (which includes the Bail Office)
- Family Violence and Protection (which includes Children's Care & Protection)
- Registry Listings
- Registry Services and Support which is a shared registry services team supporting both Supreme and Magistrates Courts and the ACAT

SC Registry Operations consists of the following areas:

- Criminal Registry.
- Listings and Admissions.
- Civil Registry which provides support to Magistrates and Supreme Court.

The registry functions include accepting documents for filing, arranging conferences and hearings, maintaining court files, managing the bail office, issuing subpoenas, collecting court fees, entering data in the case management system, generating court documents and providing general advice about court rules, practices and procedures.

POSITION OVERVIEW

Your primary role will be to work with and to the Assistant Director, MC Criminal Registry to lead people and manage the work and operations of the MC Criminal Registry. Under limited direction and with relative autonomy, you will be responsible for a sub-unit within the MC Criminal Registry.

As a Registry Team Leader, you will coordinate high-quality in-and-out-of-court support to judicial officers across the Magistrates Court. You will be accountable for and lead a sub-unit to deliver coordinated administrative and client services to internal and external stakeholders, court users and the members of the legal profession. You will have an opportunity to demonstrate your sound judgment, intelligence and common sense as you advise on policy and quality assurance issues related to managing, processing and listing of criminal matters and work through the Courts.

As part of the section's leadership team, you will manage direct reports, take a role in developing your team's capability and maintaining high performance and output. Working closely with the Assistant Director, MC Criminal Registry and Senior Director, MC Registry Operations, you will contribute to delivering the overall strategic and operational priorities. You will also assist with building your sub-unit's organisational capability and responsiveness, including to champion continuous improvement, lead change, and managing stakeholder engagement.

You will be required to handle sensitive and protected information and will be required to fulfil the role in line with legislation, policy, procedures and protocols, with a high-degree of maturity, sensitivity and compassion. As a Registry Team Leader, you will embrace individual and cultural differences by displaying courteous, respectful, non-discriminatory behaviours in all activities.

The nature of the organisation is such that staff may be exposed to occupational violence, vicarious trauma, sensitive material, or information that may be confronting or culturally sensitive. Positions may also involve exposure to sensitive and/or traumatic situations and material. Applicants are encouraged to speak with the contact officer to discuss the nature of the interactions and material they may encounter in the role. ACTCT provides support services and training to assist staff in developing cultural awareness, resilience, and strategies to maintain their wellbeing and safety in the workplace.

Flexible Working/Hybrid Options: This is a job share/part-time position at 14.7 hours per week on a Monday and Wednesday, and the full-time salary noted above will be pro-rata. Due to the operational requirements of this role, hybrid working arrangements are not suitable for this position. Some roles are required to be rostered to work weekend shifts and over the Christmas Shutdown period.

WHAT YOU WILL DO

Under the limited direction of the Assistant Director, the Registry Team Leader will:

1. Lead a sub-unit within the MC Criminal Registry section to ensure on-time and high-quality delivery of administrative, support and client services to court users.
2. Oversee the collection and processing of court documentation in accordance with legislation and practice directions relevant to the ACT Courts.
3. Provide tailored advice on policy, process, procedural or practice matters and issues, including working with individual members of the sub-unit to build and sharpen their judgment, advice-giving, decision-making and problem-solving capabilities.
4. Assist with managing and developing talent, individual capability and high performance.
5. Assist in and contribute to delivering branch strategic, operational and corporate priorities, plans and reports.
6. Liaise and assist with developing and nurturing relationships with court staff, legal practitioners and other stakeholders.
7. Assist with championing continuous improvement, fostering innovation and affecting change, including review of policies, frameworks, practices, processes and systems.
8. Where required, exercise relevant powers under any statutory appointments and process documentation in line with legislative requirements and practice directions.
9. This position involves direct supervision of staff.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated knowledge and understanding of the role of the ACT Law Courts in the ACT Community and of ACT Magistrates Court practices, procedures and related legislation, or the ability to quickly acquire, and provide advice on this knowledge.
2. Demonstrated ability to lead a high performing team, effectively monitor and direct the workflow, in a complex and time pressured environment.
3. Demonstrated ability to support operationalising strategic intent, assess risk, problem solve and make sound judgements in providing solutions.

Behavioural Capabilities

1. The ability to coordinate a high standard of customer and community focused service delivery. The ability to regularly meet with team members to assess overall team performance against established performance expectations and criteria. The ability to encourage colleagues to challenge the status quo for continuous improvement in service delivery.
2. The ability to foster collaboration that ensures court users and stakeholders have equitable access to registry services. The ability to develop shared knowledge and understanding that contributes to effective coordination, improved team performance and enhanced service outcomes.
3. The ability to design and implement improvements to business processes, policies or ways of working to support broader organisational changes. The ability to research and consult widely to make evidence-based choices using a variety of sources and use information to effectively solve problems and prioritise.

Compliance Requirements/Qualifications

1. **This is a job share/part-time position at 14.7 hours per week on a Monday and Wednesday, and the full-time salary noted above will be pro-rata.**
2. Due to the operational requirements of this role, hybrid working arrangements are not suitable for this position.
3. Some roles are required to be rostered to work weekend shifts and over the Christmas Shutdown period.
4. Computer literacy skills are relevant to this role as you will use several computer software programs to undertake the tasks of this role.
5. To be eligible for permanent employment within the ACT Public Service you must be an Australian citizen or a permanent resident. To be eligible for temporary employment with the ACT Public Service you must hold a valid work visa, be an Australian citizen or a permanent resident.
6. The successful candidate will be required to undergo a National Criminal History check.
7. This position **does not** require a Working with Vulnerable People check.
8. This position **does not** require a pre-employment medical.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Registry Team Leader, MC Criminal Registry (P43643)** and indicates how frequently each of these requirements would be performed. Please note that the ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	**FREQUENCY**
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	**FREQUENCY**
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	**FREQUENCY**
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Occasionally
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Frequently
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Never
Frequent travel – driving	Never
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Frequently
Exposure to potentially distressing case material	Frequently

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never