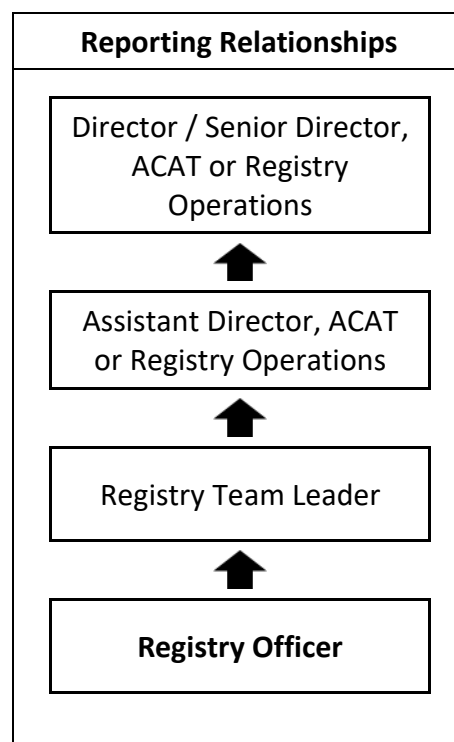




Directorate	Justice and Community Safety
Business Unit	ACT Courts and Tribunal
Branches	ACT Civil and Administrative Tribunal (ACAT), Magistrates Court, Supreme Court
Section	ACAT, Magistrates Court or Supreme Court Registry
Position Title	Registry Officer
Position Number	P67211, Several
Classification	Administrative Services Officer 3 (ASO3)
Location	Canberra City
Last Reviewed	September 2026



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

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.

NOTE: 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 and culturally sensitive. ACTCT provides support services and training to assist staff in being culturally aware, resilient and safe in the workplace.

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. The Registrar's Office (ACAT) provides support to the ACT Civil and Administrative Tribunal including exercising statutory and quasi-judicial powers and providing legal, administrative, policy and procedural advice and assistance to Tribunal users.

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.

ACAT Registry Operations consists of the following areas:

- Civil and Residential Tenancy disputes
- Energy and Water
- Review and Regulation
- Mental Health and Guardianship
- Members, Executive and Tribunal Support.

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

POSITION OVERVIEW

Registry Officers provide administrative support across registry operations. They provide client services, handle telephone and face to face enquiries, process documents, provide in-court support, prepare and manage files, record court or tribunal outcomes and list court or tribunal matters using the IT systems, and assist with other administration activities to support the court or tribunal and those requiring the service of the court or tribunal. This role operates in a fast-paced and client-facing environment.

The position is required to handle sensitive and protected information. Therefore, you will be required to fulfil your role in line with legislation, policy, procedures and protocols, with maturity, sensitivity, courtesy and compassion. As an ACT Government employee, you must embrace

individual and cultural differences by displaying courteous, respectful, non-discriminatory behaviours in all activities.

This role is operational and as such you may be redeployed to any Registry Officer position within Magistrates and Supreme Court Registry, or the ACAT Registry as required. ACTCT will provide training to support job rotation and career development opportunities.

Important: This position may be exposed to sensitive and/or traumatic situations and material. Please speak with the contact officer to discuss the interactions and/or material you might be exposed to. ACTCT provides support services and training to assist staff in being culturally aware, resilient and safe in the workplace.

Flexible Working/Hybrid Options: Due to the operational requirements of the 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 general direction of a Team Leader, the Registry Officer will:

1. Provide high-quality support for the effective operation of the ACAT, Magistrate and/or Supreme Court Registry.
2. Collect, examine and accurately process documentation, and exercise delegated authority, in accordance with legislation and practice directions relevant to the ACT Courts and Tribunal.
3. Provide, accurate and timely advice and information to clients and relevant agencies, where appropriate, regarding Court and Tribunal practices and procedures.
4. Liaise with court and tribunal staff, legal practitioners, relevant government agencies and members of the public regarding general enquiries.
5. Co-ordinate the preparation of documentation required for court and tribunal hearings and assist in hearings as required.
6. Develop and maintain positive working relationships with team leaders, Court and Tribunal staff, and users, while effectively organising and prioritising workload, supporting colleagues, and contributing as a collaborative team member.
7. This position **does not** involve 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 high level administrative skills, including the ability to handle confidential material with discretion and sensitivity.
2. Demonstrated client service skills, including the ability to communicate effectively with a diverse range of stakeholders.

3. Demonstrated ability to use Microsoft Office and learn ICT systems that support court or tribunal operations.

Behavioural Capabilities

1. **Delivers Service** - You have the ability to deliver high-quality service to stakeholders and can undertake tasks quickly and effectively, applying a high level of attention to detail. You ensure the service you deliver is in line with the organisation's goals and objectives and considerate of stakeholder needs.
2. **Teamwork** – You have the ability to work cooperatively with others and focus on achieving the best result for stakeholders. You share information and knowledge within the team to make teamwork and collaboration effective; and embrace individual and cultural differences by displaying courteous, respectful, and non-discriminatory behaviour.
3. **Resilience** – You have the ability to work in a demanding and dynamic environment with challenging clients. You work well under pressure, managing unpredictable workloads and changing priorities. You are flexible and adaptable, willing to work across different teams as required, and communicate effectively when you need support with your work.

Compliance Requirements/Qualifications

1. Computer literacy skills are relevant to this role. There is an expectation you will become a proficient user of the Integrated Courts Management System and/or other Information Technology systems; and remain current with changes, updates and contingencies.
2. Experience working in client facing or customer service roles is highly desirable.
3. To be eligible for permanent or temporary employment within the ACT Public Service you must be an Australian citizen, a permanent resident or hold a valid work visa.
4. If an officer no longer holds a visa that permits them to work in Australia, their employment with the ACT Public Service (ACTPS) will be terminated.
5. The successful candidate will be required to undergo a National Criminal History check.
6. This position **does not** require a Working with Vulnerable People registration.
7. 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 Officer (P62711, several)** and indicates how frequently each of these requirements would be performed. Please note that 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	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Occasionally

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 (ADOs)	Never
Peaks and troughs	Frequently
Frequent overtime	Occasionally
Rostered shift work on weekdays	Never
Rostered work on weekends	Occasionally
Rostered work over Christmas Shutdown	Occasionally

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
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	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Frequently
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
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OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally