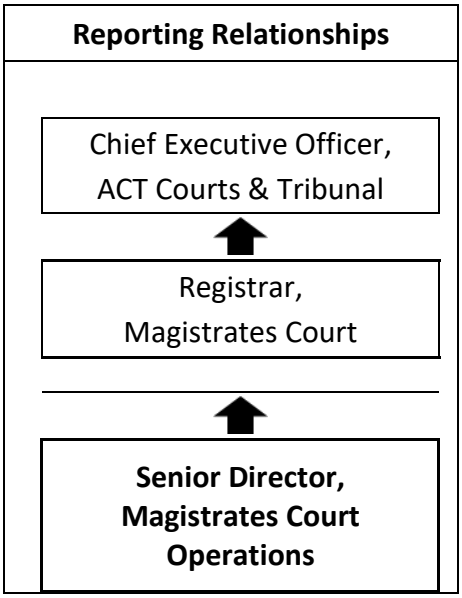
ACT Courts and Tribunal

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	Senior Director, Magistrates Court Operations
Position Number	P62421
Classification	Senior Officer Grade A (SOGA)
Location	Canberra City
Last Reviewed	November 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
- 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

Under the leadership of the Magistrates Court Registrar, the 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. This includes exercising statutory and limited quasi-judicial powers and providing legal, administrative, policy and procedural advice and assistance. 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.

Registry Operations is also responsible for delivery of registry services to the Magistrates Court when sitting as the Industrial Court, the Family Violence Court and the Children's Court.

POSITION OVERVIEW

The Senior Director, Magistrates Court Operations supports the Magistrates Court Registrar in the overall management and day-to-day operations of the Magistrates Court. This includes:

- Managing a team to ensure appropriate resourcing and workload management, engagement and wellbeing of team members and strong communication to build a positive, respectful and motivating culture.
- Exercising a significant degree of independence (under broad direction) and undertaking work with a high level of complexity and sensitivity.
- Developing operational strategies, policies and practices to support ACTCT objectives.
- Leading the implementation of any workplace transformation and change programs.
- Working collaboratively as part of the Operations Leadership Team with at level counterparts across the ACTCT to deliver shared outcomes. This position is also part of the Executive leadership team.

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.

WHAT YOU WILL DO

Under the broad direction of the Registrar, Magistrates Court, you will:

1. Lead a team to deliver timely and high-quality registry services that support the business of the Court and comply with relevant legislation, rules and practice directions. This includes identifying and managing key risks, providing advice, and developing and maintaining procedural guides on matters of legislation and court practice.
2. Develop and implement any operational and workplace transformation and change programs. This includes establishing systems, processes and practices to deliver ACTCT objectives and strategies such as the Strategic Intent and annual Business Plans.
3. Identify, recruit and develop staff. This includes overseeing recruitment and onboarding, assigning staff to critical tasks, monitoring performance, and identifying training and development requirements.
4. Build a strong, respectful, and supportive workplace culture including leading by example, and championing culture, safety and wellbeing initiatives.
5. Monitor and report against key indicators and statements of performance, including maintaining an evidence-base and preparing complex reports to support business cases and other projects.
6. Manage resources within budget, developing new budget proposals, monitoring expenditure, identifying and mitigating risks, and resolving issues.
7. Develop and maintain effective relationships with the judiciary, stakeholder and user groups, the Justice and Community Safety Directorate, other Government agencies and members of the community.
8. Actively participate in and contribute to the Operations Leadership Team and the Executive, ensuring a coherent and collegiate approach to operations, workloads and resources across the ACTCT.
9. Work closely with the Registrar, Magistrates Court and other Senior Executive of the ACTCT in the overall management of the organisation by contributing to its leadership, management and strategic direction.
10. Undertake other duties appropriate to the classification level.
11. This position involves direct supervision of staff.
12. This position is an operational senior director role and as such may be redeployed to any other senior director role within ACTCT at the same level as needed.

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. High level strategic thinking and analytical skills including demonstrated experience in leading a large team and strategic planning to support the organisations strategic direction in a dynamic changing environment.
2. Highly developed leadership, interpersonal and collaboration skills including the ability to consult, negotiate and influence on sensitive matters.

3. Demonstrated ability to operationalise procedures including for example complex legislative policy and administrative frameworks.
4. Experience in leading change management and building and sustaining an innovative and customer focused organisational culture.
5. Experience in and commitment to continual improvement.

Behavioural Capabilities

1. High level communication skills including the ability to negotiate, influence and build partnership with internal and external stakeholders to deliver solutions.
2. Demonstrated high level organisational skills, including the ability to multitask, prioritise work, respond to fast changing operational requirements.
3. Demonstrated understanding and commitment to the implementation of the principles of Respect, Equity and Diversity (RED), ACTPS values and principles, participative work practices, work health and safety, staff development and training.

Compliance Requirements/Qualifications

1. Tertiary qualifications and experience in management, law, public policy or other relevant discipline are highly desirable.
2. This position does not require a pre-employment medical.
3. National police check will be required prior to commencement.
4. This position does not require a Working with Vulnerable People Check.
5. To be eligible for permanent or temporary employment within the ACT Public Service (ACTPS) you must be an Australian citizen, a permanent resident or hold a valid work visa.
6. 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.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Senior Director, Magistrates Court Operations (P62421)** 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	Frequently

STANDARD HOURS	**FREQUENCY**
Expected to work extensive hours over a significant period due to the nature of the duties	Frequently
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	Never
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	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

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