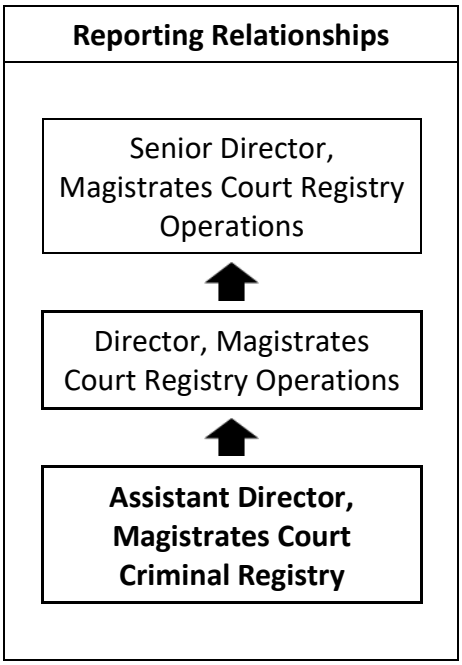
ACT Courts and Tribunal

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	Assistant Director, Magistrates Court Criminal Registry
Position Number	P09783
Classification	Senior Officer Grade C (SOGC)
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.

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 provides support to the Magistrates Court and the judiciary including exercising statutory powers of a registrar of the court and providing legal, policy and procedural advice. The Magistrates 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, Magistrates Court consists of the following sections:

- Coroners (including Coroner's Court and Forensic Medicine Centre)
- Judiciary Staff (Associates to Judicial Officers)
- Legal
- Registry Operations

POSITION OVERVIEW

The Assistant Director, MC Criminal Registry reports to the Director, Magistrates Court Registry Operations and has responsibility for the management and day to day operations of the Magistrates Criminal unit. This includes:

- Ensuring the provision of high quality in and out of court support to judicial officers across the Magistrates Court for criminal proceedings.
- Delivering coordinated administrative and client services to internal and external stakeholders, court users and members of the legal profession.
- Applying sound judgement and common sense to advise on complex policy issues related to managing, processing and listing of criminal work through the Courts.
- Managing a team, their priorities and workloads, actively developing talent and driving high performance across the team.
- Working closely with the Director and Senior Director, you will assist in delivering the strategic, operational and corporate priorities of the Branch.
- Building organisational capability and responsiveness and working collaboratively with other leaders to champion continuous improvement, lead change and manage 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 an organisational leader, you will embrace individual and cultural differences by displaying courteous, respectful, non-discriminatory behaviours in all activities.

Flexible Working/Hybrid Options: Due to operational requirements and the nature of the role, this position is required to attend the office a minimum of four days per week. At times, operational needs may require attendance in the office five days per week.

WHAT YOU WILL DO

Under the limited direction of the Director, Magistrates Court Registry Operations, you will:

1. Lead the Criminal Section by ensuring on-time and high-quality delivery of administrative, support and client services to court users.

2. Proactively oversee team workflows, processes and procedures, to ensure they are efficient and effective, while taking into consideration legislative and other requirements. Ensure processes and procedures are documented, maintained and are accessible.
3. Provide tailored advice on complex policy and procedural matters.
4. Manage and develop team members in a way that builds individual capability and high performance.
5. Build a respectful and supportive workplace culture including leading by example, and championing culture, safety and wellbeing initiatives.
6. Assist in setting, shaping and delivering operational and corporate priorities, plans and reports.
7. Actively develop and nurture relationships with stakeholders, especially the members of the judiciary, legal community and other major stakeholder groups.
8. Champion continuous improvement, foster innovation and change, including review of policies, frameworks, practices, processes and systems as required.
9. Where required, exercise relevant powers under any statutory appointments and process documentation in line with legislative requirements and practice directions.
10. Undertake other duties appropriate to the classification level that contribute to the directorate.
11. This position **does** involve direct supervision of staff.
12. This position is an operational Assistant Director role and as such may be redeployed to any other Assistant Director role at the same level as operational needs require.

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. Highly developed communication skills, including the ability to persuade and influence to affect change.
2. Demonstrated ability to provide advice on complex policy, process or procedural issues.
3. Sound decision-making skills that demonstrate judgment and environmental awareness.
4. Demonstrated ability to set and deliver on strategic and operational priorities.

Behavioural Capabilities

1. Demonstrated capability in leading and managing teams, especially in a dynamic and fast-paced or sensitive environment.
2. Sound stakeholder engagement, adaptive mindset, and ability to champion and affect change.
3. Ability to analyse stakeholder needs, and develop, review and implement best practice services.

Compliance Requirements/Qualifications

1. Management experience in a service or client focussed operating environment is highly desirable.
2. Computer literacy skills are relevant to this role as you will be responsible for completing required documentation and becoming a proficient user of the Integrated Courts Management System and/or other Information Technology systems; once proficient, you will need to remain current with changes, updates and contingencies.
3. The successful candidate will be required to undergo a National Criminal History check.
4. This position **does not** require a Working with Vulnerable People registration.
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.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Assistant Director, MC Criminal Registry (P09783)** 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	Occasionally
Flexible working hours (access to flex time)	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