

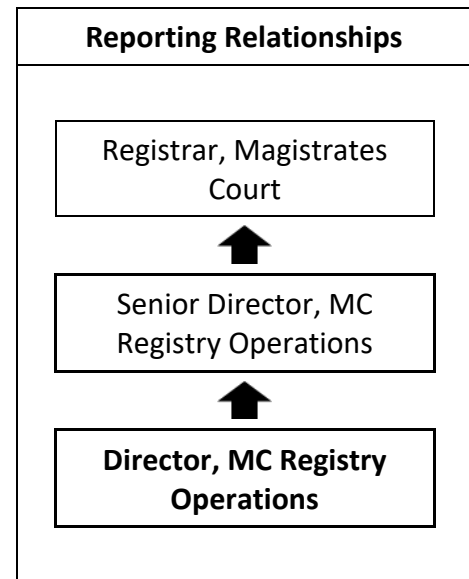


ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit	ACT Courts and Tribunal
Branch	Registrar's Office, Magistrate's Court (MC)
Section	MC Registry Operations
Position Title	Director, MC Registry Operations
Position Number	P63079
Classification	Senior Officer Grade B (SOGB)
Location	Canberra City
Last Reviewed	January 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.

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.

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; and
- Registry Services and Support which is a shared registry services team supporting both Supreme and Magistrates Courts and the ACAT.

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

This position is responsible for the management of Court Operations for the Magistrates Court. Working closely with the Senior Director Magistrates Court Operations, the Director, Court Operations will ensure effective processes, performance and service across a number of key functions. In conjunction with team leaders, it will lead the administration and coordination of workflows and operational deliverables on a daily basis. The position will also be responsible for delivering key projects within registry operations.

They will manage the engagement and wellbeing of the civil & criminal operations team members and provide strong communication, ensure effective management of team member workloads and continue to build a positive, respectful and motivating culture.

The Director, Court Operations will work closely and collaboratively with counterparts within the Supreme Court, ACAT, Coroner's Office and Therapeutic and Client Services Corporate and Strategic Services to pursue shared outcomes.

This position is an operational director role and as such may be redeployed to any other director role within ACTCT at the same level as needed.

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.

Flexible Working/Hybrid Options: Opportunities for flexible working options could include hybrid working, being a combination of working from home, designated office based and FlexiSpace working locations across the ACT and flexible start and finish times.

WHAT YOU WILL DO

Under the broad direction of the Senior Director, MC Registry Operations, the Director, MC Registry Operations will:

1. Provide operational leadership of the registry operations function for the Magistrates Court, including the establishment of systems, processes and practices ensuring timely and high quality administrative, support and client services.
2. Provide tailored advice on complex policy, process, procedural or practice matters and issues, including working with team leaders and their teams to build and sharpen their judgment, advice-giving, decision-making and problem-solving capabilities.
3. Identify, recruit and develop staff. This includes supporting a consistent approach to recruitment and onboarding, assigning staff to critical tasks, monitoring performance, and identifying training and development requirements across the operations teams.
4. Contribute to building a strong, respectful, and supportive workplace culture within ACTCT including leading by example, championing culture, safety and wellbeing initiatives.
5. Assist in setting, shaping and delivering branch strategic, operational and corporate priorities, plans and reports.
6. Champion continuous improvement, foster innovation and change, including regular review of policies, frameworks, practices, processes and systems.
7. Undertake other duties appropriate to the classification level that contribute to the directorate.
8. This position **does 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. Strong communication skills, including the ability to consult, negotiate and influence on complex and sensitive matters.
2. Demonstrated ability to operationalise legislative, policy and administrative frameworks to support business outcomes within a complex operating environment and a commitment to continuous improvement frameworks.
3. Experience in leading administrative and service-based teams in an operational environment.

Behavioural Capabilities

1. Ability to engage and negotiate with internal stakeholders and external clients to deliver solutions that meet required outcomes. This includes and an ability to build productive partnerships.
2. Demonstrated high level organisational skills, including the ability to effectively prioritise work across multiple teams, positively respond to business requirements and manage multiple tasks and ensure delivery of quality and timely results in a high-pressure environment.
3. Proven track record of setting and delivering on strategic and operational priorities.

Compliance Requirements/Qualifications

1. Tertiary qualifications and experience in management, law, public policy or other relevant discipline are highly desirable.
2. Computer literacy skills are relevant to this role as you will use several computer software programs to undertake the tasks of this role.
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 **Director, MC Registry Operations (P63079)** 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
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
