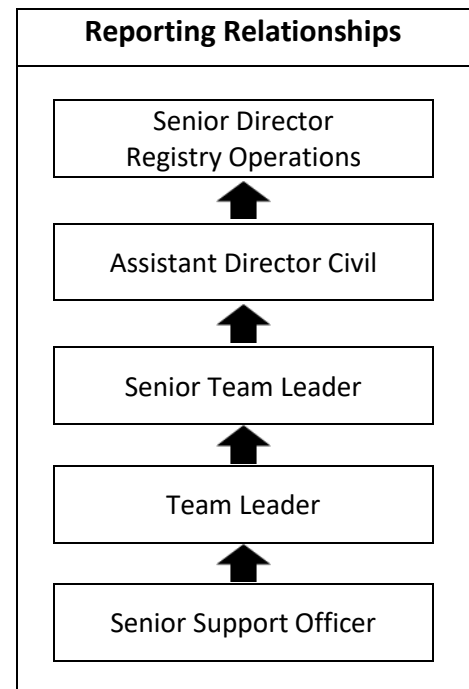




POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit	ACT Courts and Tribunal
Branch	Registry Operations
Position Numbers	P23456 & P64052
Position Title	Senior Support Officer (SSO)
Classification	Administrative Support Officer Class 4
Location	Canberra City
Last Reviewed	18 December 2025



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.

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient community in the ACT. This will be realised by working with the ACT Government, key stakeholders, and the community to:

- Strengthen community safety
- Protect people's rights and interests
- Care for and support vulnerable people
- Enhance access to justice, and
- Build community resilience to emergency.

To achieve our vision for a safe, just, and resilient community, the Directorate aims to be community-minded; human-rights focussed; inclusive and diverse; passionate about its work and committed to making a positive difference. The Directorate advise and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Minister for Gaming
- Minister for Consumer Affairs
- Minister for Corrections
- Minister for Police and Emergency Services
- Minister for Human Rights, and
- Special Minister of State

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 (S.C.), Magistrates Court (M.C.) and ACT Civil and Administrative Tribunal (ACAT) with registry, court support, forensic, corporate and strategic services.

The ACTCT is led by the Principal Registrar and Chief Executive Officer appointed under the *Court Procedures Act 2004* (ACT) and has the following business areas:

- Senior Executive
- Supreme and Magistrate Courts Registrars
- Registry Operations
- ACAT Administration
- Sheriff's Office
- Governance
- Corporate and Strategic Services (including the Forensic Medicine Centre).

NOTE: The nature of the organisation is such that staff may be exposed to sensitive material or information that may be confronting and culturally sensitive. The ACTCT provides support services and training to assist staff in being culturally aware, resilient, and safe in the workplace.

BRANCH OVERVIEW

The Supreme and Magistrates Courts have a joint Registry. Under the leadership of the respective Registrars, the Registry and its staff provide 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 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, 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 comprises three sections – Civil, Criminal and Court Services – and is also responsible for delivery of registry services to the Magistrates Court when sitting as the Industrial Court, the Family Violence Court, the Children's Court and the Coroners Court.

POSITION OVERVIEW

Under the supervision of the Team Leader, the Senior Support Officer provides administrative, in-court and post-court support services to judicial officers, court users and clients across various jurisdictions of the Magistrates Court and Supreme Court. This includes the timely and accurate processing of documents and court orders, management of court files and the recording and administration of court outcomes through the Integrated Courts Management System (ICMS).

The role involves direct engagement with parties appearing before the Court and requires the delivery of high-quality customer service, the provision of information and assistance in response to enquiries, the exercise of statutory functions under appointment as a Deputy Registrar, the issuing of court orders and documents, and the management of trust payments and the collection of public monies as required at the ACT Law Courts counter.

As a Senior Support Officer, you will embrace individual and cultural differences by demonstrating courteous, respectful and inclusive behaviours in all interactions.

You will participate in the registry rotation program to support service delivery and enhance your knowledge and skills across court operations. This includes undertaking duties within the Civil

Registry, applying and expanding your existing expertise, contributing to operational effectiveness, and developing a broader understanding of court processes and business practices to support ongoing professional development and future career opportunities.

The role may also require the provision of occasional in-court associate support, including assisting judicial officers during court proceedings, managing court documentation, recording outcomes and facilitating the efficient operation of the courtroom.

The position is responsible for training and mentoring new staff, reviewing procedures and processes, and providing guidance on operational matters. The role liaises regularly with Team Leaders and Senior Team Leaders across the Section regarding urgent, complex or sensitive matters.

Due to the nature of the work, the position requires the handling of sensitive, confidential and protected information. Accordingly, duties must be performed in accordance with relevant legislation, policies, procedures and protocols, and with a high degree of professionalism, maturity, discretion, sensitivity and compassion. The role may involve exposure to confronting, distressing or culturally sensitive material. The ACT Courts and Tribunal provides training and support services to assist staff in maintaining cultural awareness, resilience and wellbeing in the workplace

WHAT YOU WILL DO

1. Assist the Team Leader by providing support for the Civil Unit.
2. Liaise with court staff, legal practitioners, relevant government agencies and members of the public regarding general enquiries.
3. Provide, accurate and timely advice and information to clients and relevant agencies, where appropriate, regarding court practices and procedures.
4. Participate in meetings and discussions to assist with the development, implementation and review of policies, practices, systems and processes.
5. Collect and process documentation in accordance with legislation and practice directions relevant to the ACT Courts.
6. Develop and contribute to positive relationships by working collegiately with team leaders, all staff and users of the ACTCT.
7. Organise and prioritise own workload, assist other officers within the Branch and be willing to act as a member of a team.
8. Exercise statutory appointment as Deputy Registrar under the direction of the Registrar, as required.

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. Ability to analyse client needs, develop, review, promote and provide exceptional client services.

2. Communicate effectively and handle confidential material with discretion and sensitivity.
3. Ability to use Microsoft Office and learn ICT systems that support court operations.

Behavioural Capabilities

1. Ability to develop and maintain effective relationships and the ability to engage, collaborate and negotiate with a wide range of stakeholders.
2. Ability to work independently and within a team to achieve results.
3. Ability to manage tight deadlines while maintaining a very high level of accuracy and attention to detail.

Compliance Requirements/Qualifications

1. Experience working in a court or legal environment is highly desirable
2. The position is subject to a police background check

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Support Officer (position number various) 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	Frequently
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)	Occasionally
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
On-call and rostered weekend work (e.g., Saturday Court)	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent overtime	Never

Rostered shift work	Never
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SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision) – e.g., Counter Services	Frequently
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	Occasionally
Personal Protective Equipment (PPE) required	Never