

18 October 2023

Section 9(2)(a)

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Ref: OIA 107459

Tēnā koe Section 9(2)(a)

### Official Information Act request: Court roles

Thank you for your letter received on 21 September 2023, requesting, under the Official Information Act 1982 (the Act), information about job descriptions in the High Courts and District Courts. Specifically, you requested:

- 1. Can you provide me with the job descriptions for the service manager and the case manager at District Courts. Also, I ask whether these same job descriptions apply at the High Court*
- 2. Can I ask for a copy of the curriculum vitae of the officials in any of these positions.*

In response to the first part of your request, please find attached to this letter the job descriptions for:

- Service Manager for District Courts (Courts and Tribunals Regional Service Delivery)
- Caseflow Manager in the High Courts, which is the equivalent position of a Service Manager.
- Court Registry Officer for High Courts and District Courts. Part of a Court Registry Officer's role is case management. The High Courts and District Courts do not have a "Case Manager" role.

This information has been released to you in full.

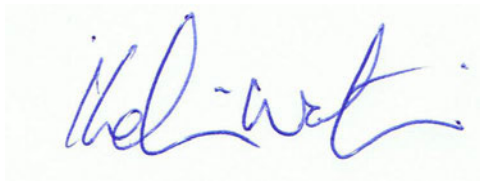
In response to the second part of your request, I am withholding the Curriculum Vitae of the officials in these positions under section 9(2)(a) of the Act, to protect the privacy of natural persons.

In accordance with section 9(1) of the Act, I have considered the public interest in making available the information being withheld and determined that it does not outweigh the need to withhold the information at this time.

Please note that this response, with your personal details removed, may be published on the Ministry website at: [justice.govt.nz/about/official-information-act-requests/oia-responses/](https://justice.govt.nz/about/official-information-act-requests/oia-responses/).

If you are not satisfied with this response, you have the right to make a complaint to the Ombudsman under section 28(3) of the Act. The Ombudsman may be contacted by email at: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by phone on 0800 802 602.

Nāku noa, nā

A handwritten signature in blue ink, appearing to read 'Kel-Wat', is centered on a light yellow rectangular background.

Kelvin Watson  
**Deputy Secretary, Corporate and Digital Services**



# Service Manager

Reports to	Manager, Justice Services	Group	Operations and Service Delivery
Unit/Team	Courts and Tribunals Regional Service Delivery	Location	Regional
Direct reports	8-12		

## Our Ministry

Justice is the foundation of any democratic society and New Zealand has one of the most trusted public services in the world. At the Ministry of Justice, we work as one team to provide a great service to the public every day. Our team of over 4,000 people is working together for a fair and safe Aotearoa.

We lead the justice sector administering the courts and tribunals, the legal aid system and the Public Defence Service, ensuring their integrity. We provide policy advice to the government on legislation relating to the justice system and New Zealand's constitution. We help the Crown to honour its responsibilities to Māori.

It is an exciting time to join us. We are leading the transformation of our criminal justice system, helping to tackle New Zealand's high levels of family violence and sexual violence, and improving New Zealanders' access to justice. We want to provide better justice for Māori and we are working closely with the tangata whenua.

We listen to and work with our communities so we can improve our services for the people who need them most and increase our support for the most vulnerable. We want people to have the same high quality of service regardless of who they are, where they are, or how they interact with us.

The Ministry is a great place to be, where you can be yourself and succeed. We value diversity. We respect our people, practice integrity, deliver great service and our team always aims for excellence.

## Our values: RISE

Respect:	We value others and their contributions
Integrity:	We are honest and open
Service:	We deliver results
Excellence:	We focus on quality

## Operations and Service Delivery

Operations and Service Delivery (OSD) is responsible for delivering services to the Ministry's customers and supporting service delivery through the Courts and Tribunals. The group works collaboratively, harnessing our collective strength to deliver, modern, accessible, people-centred justice services in a consistent manner for customers, regardless of where or how they interact with us.

OSD contains four groups that operate as one:

- Commissioning and Service Improvement oversees improvements to customer services and commissioning (contracting services from providers) and determines how best to deliver them to achieve national consistency.
- Courts and Tribunals Regional Service Delivery supports face-to-face service delivery through four regions. This team includes services provided to all national courts and tribunals, with the exception of the senior courts.
- National Service Delivery delivers services nationally, where the services do not need to be delivered to the customer face-to-face. This includes; transcription services, judicial libraries, collections, call centres and centralised services and central processing.
- The Senior Courts unit (formerly known as the Higher Courts unit) supports the senior courts. This recognises their role in reviewing decisions made by the Executive branch of Government, which may include decisions made by the Ministry of Justice while delivering consistent customer-focussed court services.

Between them, these groups deliver services and provide support to enable their delivery. To ensure consistent and excellent services are delivered to all our customers, OSD has adopted five specific ways of working:

1. **We will manage, deliver and measure our business consistently throughout NZ.**
2. **We will work collectively, recognising that our customers' experience is the sum of our whole organisation.**
3. **We will be systematic about how we deliver improvements.**
4. **We will use our combined talent to design and deliver improvements.**
5. **We will work as one skilled workforce across multiple jurisdictions and services.**

## Your role

The Service Manager's primary focus is to coach and support employees to increase capability and build a culture of high performance. The role is responsible for overseeing the delivery of services to

improve operational quality and consistency across the team and wider Regional Service Delivery group.

The Service Manager may also be required to hold Statutory Appointments, which may include: Deputy Registrar(s) of the District Court, Registrar of Marriages (for non-metropolitan Courts), Issuing Officer (under the Search and Surveillance Act), Deputy Registrar of the High Court and Deputy Sheriff (where there is a combined court), Registrar under Section 14 and 15 of the Te Ture Whenua Māori Act 1993 and/or exercise of jurisdiction and powers of the Court under Section 39 of Te Ture Whenua Māori Act 1993 and Registrar under Section 198 of the Employment Relations Act 2000.

## Your responsibilities

### **Service Delivery**

- Promote and maintain a customer-focussed service culture across all service delivery activities.
- Ensure customers receive consistent information and quality service in every interaction with the Ministry.
- Proactively respond to customer issues and ensure analysis is used to learn determine cause of issue and improve.
- Encourage and support the use of Te Reo and the inclusion of Tikanga practices and protocols.
- Establish and maintain an environment of consistent practices and procedures.
- Actively manage the performance of a team doing work within a specific jurisdiction(s) or across jurisdiction, either on one site or across a number of sites, to meet customer demands.
- Provide technical support and advice to assist with processing, compliance with standardised procedures and effective delivery of services to customers.
- Work collaboratively to allocate work and resources across sites to ensure the successful delivery of the overall service experience.
- Ensure consistency of delivery through ongoing monitoring of service levels and quality (including technical accuracy, timeliness and efficiency), and take remedial action to address issues and improve services.
- Ensure that statutory and judicial functions are exercised appropriately, and that employees are fully trained and supported to exercise their statutory functions appropriately.
- Ensure the early identification and resolution of operational issues.
- Proactively engage and involve local user groups, Iwi and partner agencies.
- Work with partner agencies at the local level to ensure collaboration and alignment of operational strategies and services.
- Work collectively with other managers and employees at the site, and across the area, to ensure the successful delivery of the overall service experience.
- Provide advice and support through proactive communication to ensure employees and stakeholders understand their contribution to the Ministry's goals.
- Fulfil Registrar powers appropriately under all relevant Acts and Rules applying to the Court.
- Effectively manage relationships and work collaboratively with the judiciary.

### **Leadership**

#### **People Management**

- Provide strong and visible leadership.
- Be a role model for national consistency and the five ways of working that underpin the operating model.
- Communicate clear, measurable, challenging and achievable performance goals and ensure these are met.
- Lead and reinforce a strong accountability culture which recognises the importance of coaching and growing people.
- Create a culture that drives a high level of performance; focussing on the customer, accountability, continuous improvement, standardisation and employee engagement.

- Ensure that poor performance and unacceptable behaviours are promptly addressed.
- Measure and evaluate business unit performance against agreed goals.
- Support change initiatives and ensure key stakeholders are involved in change initiatives and communicated with.
- Contribute to and actively role model the Ministry's purpose, strategy, vision and values.

### **Operational management**

- Ensure that financial resources are managed in a way that delivers best value for money and is fiscally sustainable.
- Identify issues or risks, escalate where appropriate
- Ensure that key operational deadlines and targets are met.
- Ensure that workplace practice adheres to the Ministry's and relevant Public Sector policies, guidelines and delegations.
- Deputise for the Manager, Justice Services in a range of circumstances, with all their delegations and authority to act.
- Support strategic organisational and ministerial initiatives, shaping the direction and planning from both a risk management and effective outcomes perspective.
- Make a significant contribution to assist with the establishment and maintenance of a consistent operating rhythm in Courts and Tribunals Regional Service Delivery, and more broadly across OSD.

### **Relationship Management**

#### **External**

- Build and maintain effective and robust relationships with local external stakeholders, the judiciary and key user groups as appropriate.
- Work with other Ministry business groups and units to provide a consistent and collaborative approach to stakeholder engagement.
- Develop and maintain effective professional relationships with other government agencies locally, stakeholders in the justice sector, service providers and the wider community.
- Maintain the reputation of the service delivery team among key stakeholders and initiate actions required to address any issues.

#### **Internal**

- Build and maintain effective and robust working relationships with key individuals and groups across Regional Service Delivery and OSD, to build a consistent and collaborative approach to engagement and a high performing organisational culture.
- Foster and maintain effective working relationships with key individuals and groups from the wider Ministry.

### **Capability Development**

#### **Build Others' Capability**

- Identify and develop the essential skills, knowledge and behaviours (competencies) required for your team to be effective.
- Identify functional and technical standards required within the team.
- Foster a high level of functional and technical expertise within the team.
- Assess gaps between desired and actual capability and identify areas for individual and team development.
- Ensure that annual performance and development plans are in place for all direct reports.
- Monitor the team's capability to deliver on priorities.
- Provide regular coaching and support to build performance and capability.

#### **Build Own Capability**

- Develop and maintain an in-depth understanding of the Ministry, its systems, structures and interfaces across the justice sector.
- Build breadth and depth of experience by actively seeking learning opportunities.
- Actively participate in professional leadership development programmes such as development centres, 360-degree feedback and coaching.
- Develop and maintain a working knowledge and understanding of the 'machinery of government', separation of powers, judicial independence and relevant legislation.
- Build and maintain up-to-date technical knowledge and expertise and adapt practices accordingly.

### **Health and Safety at Work**

- Provide leadership in health and safety issues.
- Understand and meet your health and safety responsibilities, including in relation to hazard management.
- Communicate and consult with employees on health and safety issues.
- Ensure effective injury management processes are put in place for injured employees.
- Investigate and report work related accidents, illnesses and incidents in accordance with the requirements of the law and the Ministry's policies

## **Your working relationships**

<b>Internal</b>	Regional Service Delivery management team Ministry managers and employees
<b>Judiciary</b>	Judges and judicial officers across a judicial region and/or a specific jurisdiction
<b>External</b>	Ministry customers Unions, such as Public Service Association (PSA) and National Union of Public Employees (NUPE) Customer/user group representatives Legal representatives Local partner agencies Members, managers and personnel of Māori authorities and organisations

## **Your education & experience**

### **Education/Professional Qualifications and Technical Skills**

- Tertiary qualification (or equivalent experience) desirable but not essential
- A high level of business acumen
- Ability to read, understand and interpret complex documents, including legislation, financial, numerical and business information.
- Well developed verbal and written communication skills.
- Exercises sound judgement and political sensitivity
- Be flexible, adaptable and pragmatic
- Demonstrate a strong customer focus
- Experience establishing a high-performing culture

### **Work Experience**

- Operational management experience, preferably in a customer service environment
- Previous experience in managing and developing the capability of employees
- Good understanding and knowledge of court, tribunal and registry services and processes (these may be on a portfolio basis)
- Proven leadership skills to motivate and lead employees to achieve stretch targets and understand their contribution to the bigger picture
- Good track record in supporting and implementing changes to business and work processes

## **Public Service**



Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.





# Court Registry Officer

Reports to	<b>Court Services Manager</b>	Group	<b>District Courts and Special Jurisdictions</b>
Unit/Team	<b>District Courts</b>	Location	<b>Nationwide</b>
Direct reports	<b>0</b>		

## Our ministry

Justice is the foundation of any democratic society and New Zealand has one of the most trusted public services in the world. At the Ministry of Justice, we work as one team to provide a great service to the public every day and work together for a fair and safe Aotearoa. We do this through delivering people-centred justice services, from over 120 locations, to provide access to justice for all New Zealanders.

The Ministry leads the Justice Sector and strives to achieve 3 outcomes:

Safer communities

Increased trust in the justice system

Maintain the integrity of our constitutional arrangements

The Ministry is the only agency in New Zealand's public sector that works across all three arms of government. We work for the executive and the legislature, and we also support the independent judiciary. We administer, and ensure the integrity of, courts and tribunals, the legal aid system, and the Public Defence Service. We provide policy advice to the government on legislation relating to the justice system and New Zealand's constitution. We help the Crown to honour its responsibilities to Māori

We are leading the transformation of our criminal justice system, helping to tackle New Zealand's high levels of family violence and sexual violence, and improving New Zealanders' access to justice. We strive to provide better justice for Māori and we work closely with tangata whenua.

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# Your role

The Court Registry Officer (CRO) plays a critical role in the successful operation of a Court. The CRO will work as part of a Registry team that delivers:

Quality Customer Service  
Efficient and timely case progression  
Effective judicial case support.

The position of CRO requires expertise, knowledge and experience to ensure an effective and timely service to members of the Judiciary and Court users. A CRO holds the Statutory Authority of a Deputy Registrar granted under the District Courts Act 1947 and/or the Judicature Act 1908 and exercises a wide range of powers and functions under that authority. In doing so the CRO acts in quasi-judicial capacity. The decisions made by a CRO in accordance with those powers are reviewable only by a District Court or High Court Judge or by judicial review. The CRO may operate within one or more jurisdictions (Civil, Family or Criminal), and work within one or a combination of the following process streams:

Receiving and processing  
Taking Court  
Case Management  
Scheduling

The position holder may be required to travel and work at other court locations within the court cluster (applies to District Courts only).

## District Courts

The District Courts Operating Unit undertakes a wide range of complex responsibilities which include judicial support, operational and administrative services supporting Family, Youth, Criminal and Civil jurisdictions. In combined High Court/District Court registries, the District Courts Operating Unit is also responsible for the delivery of High Court services.

District Courts also provide judicial support and elements of operational and administrative services to Disputes Tribunal, Tenancy Tribunal, ACC Hearings, Coroners and other specialised Tribunals on behalf of Special Jurisdictions Unit. In addition, District Courts provide services on behalf of the Collections Business Unit, and the Registrar General (in respect of marriages and civil unions).

## Dimensions of the position for which the incumbent is accountable

Operating budget: none

Other: statutory delegations for one or more courts (also refer to the note below):

Statutory appointment under S.14 of the District Courts Act 1947 and/or S. 27 and/or S. 72 of the Judicature Act 1908 (Deputy Registrar, Deputy Sheriff (High Court)) and;

A CRO may also be appointed as: Registrar of Marriages under S. 81 (2) (b) of the Births, Deaths and Marriages Registration Act 1995 & Civil Union Act 2004.

## Note

Court Registry Officers are appointed as Deputy Registrars under the District Courts Act 1947 and/or the Judicature Act 1908 and are required to exercise statutory and quasi-judicial powers across one or more jurisdictions i.e. Criminal, Youth, Civil and Family. Exercising these powers involves a range of work varying from completing simple processes through to decision-making that requires extensive knowledge, experience and judgement, coupled with the individual's ability to research the situation.

In accordance with the Service Level Agreement with the Department of Internal Affairs, a CRO may also be appointed as a Registrar of Marriages under S. 81 (2)(b) of the Births, Deaths and Marriages Registration Act 1995 & Civil Union Act 2004 and carry out the work in relation to marriages and Civil Unions. Sound judgement and decision making must be applied in exercising these powers.

## Your responsibilities

### Receiving & Processing

- Respond to customer inquiries and provide any necessary documentation
- Process enquiries and applications upon receipt in a timely and accurate manner
- Generate orders, summons, warrants and notices as required
- Check documents and enter case information into Case Management System (CMS), assign track if required
- Provide information to person filing documents on the next steps in Court process and provide key contact details for future contact
- Exercise Deputy Registrar powers/Registrar of Marriages (as applicable) in accordance with legislative requirements and Ministry guidelines/processes including (but not limited to):
  - Process Notice of Proceeding & Statement
  - Process an Application for Declaration
  - Issue a Summons or Warrant in Lieu of Summons
  - Perform marriages/civil union ceremonies (as applicable)
  - Granting or amending bail
  - Consider adjournment requests/transfer of proceedings
  - Determine Re-hearings & S78B applications
- Prepare case file using standardised format
- Maintain relationships with key customers including counsel, service providers, other stakeholders and Court Staff
- Receive and process payments including cash handling, petty cash, Law Trust (if applicable) and undertaking daily reconciliations
- Attend to receiving and processing duties for Collections work

### Case Management

- Manage cases from filing to disposition
- Consult and liaise with parties/counsel/judiciary to determine case characteristics and develop proposals to advance case
- Ensure all relevant case notes and events are recorded in CMS
- Monitor case activity (including management information) on a regular basis and identify constraints to case progress
- Exercise Deputy Registrar powers in accordance with legislative requirements and Ministry guidelines/processes including (but not limited to):
  - Process a Statement of Defence
  - Issue a Summons for a Witness to Appear
- Endeavour to ensure compliance with directions/orders/Practice Note standards
- Initiate action on each event as required
- Escalate issues relating to caseload and case flow when appropriate
- Ensure case files meet standardised format
- Schedule cases within appropriate timeframes
- Discuss cases with relevant judicial officers and court takers, as appropriate
- Support the Judiciary through the provision of up-to-date information on the status of cases
- Prior to hearings:
  - Ensure that case files are in order and meet standardised format
  - Ensure all documents are filed and up-to-date case summary provided where necessary
  - Hand over the case file to the Court Taker
- Complete actions directed/required following hearings

- Prepare for the next event (if any)
- Ensure orders are correct and sealed
- Ensure professional appointments are made

### **Court Taking**

- Liaise with case parties, case officer and judiciary in order to manage the smooth operations of the courtroom and any issues that arise on the day
- Responsible for the management of Jurors including:
  - Summons - ensuring there are sufficient potential jurors for the ensuing week
  - Balloting
  - Education/information
  - Empanelling jurors
  - Payment of fees & expenses
- Ensure the Courtroom is tidy and appropriately equipped for each event
- Ensure the Courtroom is maintained and secured prior to sittings, during adjournments, and at conclusion of hearings
- Perform Court Rituals and ensure hearing is conducted to existing protocol
- Exercise Deputy Registrar powers in accordance with legislative requirements and Ministry guidelines/processes including (but not limited to);
  - Administer an Oath or Affirmation
  - Take Pleas and Elections
  - Exercise Registrar's powers during conduct of a Registrar's List
- Manage exhibits as appropriate
- Operate digital / audio system for evidence recording and maintain accurate log as required
- Support judicial officers through the provision of up-to-date information on the progress of the hearing
- Ensure that case records are updated, during the event
- Produce orders/warrants in the courtroom and ensure the judicial officer signs all required documentation
- Provide management reporting information for statistical purposes, such as records of sitting times

### **Scheduling**

- Ensure that next event dates are allocated
- Plan next events for each assigned case
- Escalate scheduling conflicts or issues to Team Leader or Case Flow Manager
- Maintain awareness of the effective use of Judicial time, available resources, courtrooms and other facilities when scheduling events
- Identify, plan and schedule the involvement of parties, counsel and the judiciary for the next events to progress the case
- Liaise with parties to effectively schedule cases
- Monitor the effectiveness of the scheduling process and any backlogs with their jurisdiction (or jurisdictions)

### **Maintain Knowledge Capital**

- Maintain knowledge of Court Rules, legislation, case law, available services and business processes applicable to the role
- Be responsive to changes in rules, legislation and case law in the management of cases
- Access and correctly interpret relevant Rules and Legislation, as required

# Your working relationships

Internal	Other Courts staff
	Regional Offices (District Courts only)
	National Office
External	The Judiciary and Judicial Officers
	The legal profession
	Court users including witnesses, jurors, parties and party
	Other Government Agencies e.g. Corrections, NZ Police, Immigration, Inland Revenue, Volunteer Workers etc
	Members of the public
	External service providers e.g. interpreters, audio visual technical suppliers etc
	Commercial suppliers and contractors

# Your education & experience

## EDUCATION/PROFESSIONAL QUALIFICATIONS AND TECHNICAL SKILLS

NCEA level 2 (Sixth Form Certificate) essential  
Tertiary qualification and/or relevant work experience is an advantage  
Good Standard of English essential  
A current NZ Drivers licence is an advantage and may be essential in some courts

## WORK EXPERIENCE

Confident in dealing with a wide range of people and situations  
Retains a professional manner within a busy and often unpredictable work environment  
Demonstrates strong interpersonal skills and problem solving techniques  
Tact, discretion, integrity and an ability to maintain the confidentiality of information  
Highly organised and able to work within specific time constraints  
Has a commitment to quality and accuracy  
A high standard of written and oral communication skills  
Is able to confidently address large groups of people  
Ability to use standard personal computer software and hardware, particularly for processing emails, word-processing and document management  
A relevant second language may be an advantage in some courts

### Note

The position holder will be required to undergo training to become fully competent. The position holder may also be required to be familiar with a range of Acts applicable to the jurisdiction(s) they are working within.

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# Caseflow Manager

Reports to	High Court Manager	Group	Higher Courts
Unit/Team	Higher Courts	Location	Nationwide
Direct reports	2-4		

## Our ministry

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- Safer communities
- Increased trust in the justice system
- Maintain the integrity of our constitutional arrangements

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## Your role

The Casflow Manager leads and manages the effective operation of their High Court Team. The Manager is responsible for the provision of efficient and effective support for the disposal of High Court work within their jurisdiction. This includes responsibility for ensuring sufficient resources are assigned to manage current and anticipated workloads within their jurisdiction.

As a member of the High Court management team, the Casflow Manager has a leadership role, in the court, in the implementation of the High Court Operation unit strategies, policies, procedures and business goals.

The Casflow Manager's role also includes ensuring the wider interests of the Ministry are well represented to staff, the Judiciary, court users and stakeholders, in a way that is consistent with the organisation's strategy and policies.

### Higher Courts

The Higher Courts Business Unit provides dedicated administrative and judicial support services for the efficient and effective operation of the Supreme Court, the Court of Appeal and the High Court. The High Court has general and inherent jurisdiction for the administration of justice in New Zealand in civil (including family) criminal and appellate jurisdictions.

In the civil jurisdiction the Court deals with high level and complex litigation in all fields, including commercial and international cases.

In the criminal jurisdiction it deals with the highest level of serious criminal trials.

In the appellate jurisdiction it reviews decisions of the District Court and a wide range of other subordinate judicial authorities.

### Dimensions of the position for which the incumbent is accountable

Number of direct reports:	2-4
Total number of direct/indirect reports:	4-25 team members
Operating financial and personnel delegations:	up to \$2 million
Financial Delegation:	Level 5
HR Delegation:	Level 6

### Statutory Appointments (under S27 and S29 of the Judicature Act 1908)

Includes Deputy Registrar and may include Deputy Sheriff for New Zealand

Casflow Managers are appointed Deputy Registrar under the Judicature Act and may be appointed as Deputy Sheriff for New Zealand. They are required to exercise statutory and quasi-judicial powers across one or more jurisdictions. Exercising these powers involves a range of work including decision making that requires extensive knowledge, experience and judgement, coupled with the manager's ability to research situations.

Casflow Managers are also responsible for the management, development and technical capability and operational effectiveness of staff.

# Your responsibilities

## Staff Management and Leadership

Develops an effective High Court Team to ensure the goals of the Ministry, the Higher Courts Business Unit and the High Court are met. This includes:

- Ensuring all High Court staff appointments are a high match to the role.
- Ensuring the High Court Team functions effectively as a team and meets its collective and individual performance goals through appropriate training, mentoring and supervision.
- Ensuring wider support, mentoring and training is provided to staff of combined registries as required.
- Ensuring all staff within the High Court Team receive the development and support required to effectively achieve all the requirements of their roles.
- Providing effective performance management of direct reports and ensuring effective performance management is occurring for all staff within the High Court Team.
- Acknowledging and reinforcing good performance to staff where appropriate and supporting performance improvements where necessary.
- Establishing and leading a culture of continuous improvement and innovation in all aspects of the courts operations.
- Ensuring that Good Employer principles, as set out in the State Sector Act 1988, are maintained for all staff within the Court.
- Being an active member of the local High Court Management Team.
- Proactively promoting the Ministry's vision, values and goals.

## Operational Management

Ensures all courts operations contribute effectively to meeting the High Court performance targets and quality standards. This includes:

- Ensuring the High Court Judiciary receive support and information to agreed standards.
- Ensuring the cases assigned to the team are effectively managed so that resource allocation decisions are appropriate and the quality standards for case management and court proceedings are maintained.
- Managing case processing to ensure customer focused, cost effective and efficient delivery of court services.
- Scheduling cases effectively and resolving issues as a result of last minute changes.
- Contributing to the monitoring, analysis and reporting on case management volumes, trends and achievements against High Court standards.
- Identifying and implementing improvements in case management based on national policy and consultation with the Judiciary and stakeholders.
- Ensuring that robust quality assurance processes are in place to identify and minimise risk to the Ministry through incorrect processes.

## Relationship Management

Develops and maintains effective professional relationships within the Ministry of Justice, with the Judiciary, other government agencies, stakeholders in the justice sector, service providers, and the wider community. This includes:

- Understand the boundaries between the Executive and Judicial responsibility and work within them.
- Co-ordinating the development of an effective working relationship with key Court User Groups
- Liaising with other Case Flow Managers, court registry staff and judicial officers on consistency of working practices, information sharing and other areas of shared concern.

- Developing effective working relationships with other justice sector agencies (e.g. Corrections, NZ Police) and the community to promote the sharing of information and consultation on issues relevant to case management.
- Participating in regional and national forums relating to work practices, legislation changes and project work
- Managing external communications, in accordance with Departmental policies and guidelines

### **Statutory and Quasi-Judicial Functions**

Exercise statutory and quasi-judicial functions as required, and ensure staff exercising statutory functions have the necessary technical expertise. This includes:

- Undertaking professional training as required in order to maintain regular involvement in statutory and quasi-judicial functions
- Locating and interpreting and applying the law correctly to particular cases or issues
- Applying knowledge of the legislation and case law as it relates to High Court processes
- Exercising powers appropriately under all relevant Acts and Rules
- Maintaining an up-to-date knowledge of changes in the law, modifying practices where necessary, and ensuring court staff are fully briefed on changes

### **Planning and Implementation**

Contributes to the business planning for the High Court. This includes:

- Ensuring efficient and effective support for the disposal of business within their jurisdiction
- Ensuring the MoJ Work programme for High Courts is reflected in staff performance and development plans.
- Managing and leading the implementation of structural, process and organisational change within the High Court Team
- Contributing to the development of High Court business plans and strategies through participation in the local High Court Management Team

### **Financial and Resource Management**

Manages the financial and non-financial resources within the High Court Team, within organisational policy and delegations. This includes:

- Ensuring the High Court Team budget and resources are managed efficiently and effectively and reported on accurately.
- Identifying financial variances and issues in a timely manner and ensuring these are addressed promptly and appropriately.
- Identifying resource issues in a timely manner and elevating concerns to the Court Manager
- Ensuring appropriate competitive processes are used for all contractual work assigned by the High Court Team

### **Building Support Services (as appropriate)**

Manages the oversight of maintenance of the High Court facility. This includes:

- Ensuring that all statutory and regulatory requirements and standards, with regards to the facility, are effectively administered.
- Ensuring there are appropriate facilities, processes and standards in place to assure the safety and security of the Judiciary, staff, court users, prisoners in custody and general public at all times
- Administers and maintains the agreed building maintenance programme within organisational policies and standards.

## Health and Safety

- To undertake the Health and Safety responsibilities under the HASE Act 1992 and its amendments, by providing a safe and healthy work environment in adherence to the Ministry's health and safety policies and procedures.

## Your working relationships

Internal	Higher Courts National Office Team Supreme Court Manager and staff Court of Appeal Manager and staff High Court Managers and staff District Courts Operational Unit managers and staff High Court National Roster Manager Court Services for Victims Court Security Officers Other divisions of the Ministry of Justice Chief Justice Chief High Court Judge High Court Judiciary Judicial Support staff
External	Legal profession Crown Solicitor Justice Sector Agencies' Managers and staff Legal Services Agency Court User Groups Service providers Other Stakeholder Groups The Media

## Your education & experience

### EDUCATION/PROFESSIONAL QUALIFICATIONS AND TECHNICAL SKILLS

Appropriate tertiary qualification or equivalent is essential

### WORK EXPERIENCE

- Proven management and leadership skill in a demanding operational focused work environment
- Demonstrated ability to lead, develop, motivate, empower, and build an effective team.
- Demonstrated ability to achieve operational goals
- Demonstrated ability to forge strong working relationships with a wide range of people
- Experience in financial and budget management
- Experience in processing, analysing and reporting management information
- Demonstrated success in business planning and implementation
- Extensive experience working and managing within Courts operations highly desirable
- Proven quasi-judicial skills and experience
- Experience of Registry and Courts functions highly desirable

# Public Service

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hāpori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.





# Court Registry Officer

Reports to	Manager	Group	Higher Courts
Unit/Team	Higher Courts	Location	Nationwide
Direct reports	0		

## Our ministry

Justice is the foundation of any democratic society and New Zealand has one of the most trusted public services in the world. At the Ministry of Justice, we work as one team to provide a great service to the public every day and work together for a fair and safe Aotearoa. We do this through delivering people-centred justice services, from over 120 locations, to provide access to justice for all New Zealanders.

The Ministry leads the Justice Sector and strives to achieve 3 outcomes:

Safer communities

Increased trust in the justice system

Maintain the integrity of our constitutional arrangements

The Ministry is the only agency in New Zealand's public sector that works across all three arms of government. We work for the executive and the legislature, and we also support the independent judiciary. We administer, and ensure the integrity of, courts and tribunals, the legal aid system, and the Public Defence Service. We provide policy advice to the government on legislation relating to the justice system and New Zealand's constitution. We help the Crown to honour its responsibilities to Māori.

We are leading the transformation of our criminal justice system, helping to tackle New Zealand's high levels of family violence and sexual violence, and improving New Zealanders' access to justice. We strive to provide better justice for Māori and we work closely with tangata whenua.

We listen to and work with our communities, so we can improve our services for the people who need them most, and increase our support for the most vulnerable. We want people to have the same high quality of service regardless of who they are, where they are, or how they interact with us.

## Our values: RISE

Respect:	We value others and their contributions
Integrity:	We are honest and open
Service:	We deliver results
Excellence:	We focus on quality

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## Your role

The Court Registry Officer (CRO) plays a critical role in the successful operation of a Court. The CRO will work as part of a Registry team that delivers:

- Quality Customer Service
- Efficient and timely case progression
- Effective judicial case support

The position of CRO requires expertise, knowledge and experience to ensure an effective and timely service to members of the Judiciary and Court users. A CRO holds the Statutory Authority of a Deputy Registrar granted under the District Courts Act 1947 and/or the Judicature Act 1908 and exercises a wide range of powers and functions under that authority. In doing so the CRO acts in quasi-judicial capacity. The decisions made by a CRO in accordance with those powers are reviewable only by a District Court or High Court Judge or by judicial review. The CRO may operate within one or more jurisdictions (Civil, Family or Criminal), and work within one or a combination of the following process streams:

- Receiving and processing
- Taking Court
- Case Management
- Scheduling

The position holder may be required to travel and work at other court locations within the court cluster (applies to District Courts only).

### Higher Courts

The Higher Courts Business Unit provides dedicated administrative and judicial support services for the efficient and effective operation of the Supreme Court, the Court of Appeal and the High Court. The High Court has general and inherent jurisdiction for the administration of justice in New Zealand in civil (including family) criminal and appellate jurisdictions.

In the civil jurisdiction the Court deals with high level and complex litigation in all fields, including commercial and international cases.  
In the criminal jurisdiction it deals with the highest level of serious criminal trials.

In the appellate jurisdiction it reviews decisions of the District Court and a wide range of other subordinate judicial authorities.

### Dimensions of the position for which the incumbent is accountable

- Number of direct/indirect reports: none
- Operating budget: none
- Other: statutory delegations for one or more courts (also refer to the note below):

Statutory appointment under S.14 of the District Courts Act 1947 and/or S. 27 and/or S72 of the Judicature Act 1908 (Deputy Registrar, Deputy Sheriff (High Court)) and;

A CRO may also be appointed as: Registrar of Marriages under S. 81 (2)(b) of the Births, Deaths and Marriages Registration Act 1995 & Civil Union Act 2004.

## Note

Court Registry Officers are appointed as Deputy Registrars under the District Courts Act 1947 and or the Judicature Act 1908 and are required to exercise statutory and quasi-judicial powers across one or more jurisdictions i.e. Criminal, Youth, Civil and Family. Exercising these powers involves a range of work varying from completing simple processes through to decision-making that requires extensive knowledge, experience and judgement, coupled with the individual's ability to research the situation.

In accordance with the Service Level Agreement with the Department of Internal Affairs, a CRO may also be appointed as a Registrar of Marriages under S. 81 (2)(b) of the Births, Deaths and Marriages Registration Act 1995 & Civil Union Act 2004 and carry out the work in relation to marriages and Civil Unions.

# Your responsibilities

## Receiving & Processing

- Respond to customer inquiries and provide any necessary documentation
- Process enquiries and applications upon receipt in a timely and accurate manner
- Generate orders, summons, warrants and notices as required
- Check documents and enter case information into Case Management System (CMS), assign track if required
- Provide information to person filing documents on the next steps in Court process and provide key contact details for future contact
- Exercise Deputy Registrar powers/Registrar of Marriages(as applicable) in accordance with legislative requirements and Ministry guidelines/processes including (but not limited to):
  - Process Notice of Proceeding & Statement
  - Process an Application for Declaration
  - Issue a Summons or Warrant in Lieu of Summons
  - Perform marriages/civil union ceremonies (as applicable)
  - Granting or amending bail
  - Consider adjournment requests/transfer of proceedings
  - Determine Re-hearings & S78B applications
- Prepare case file using standardised format
- Maintain relationships with key customers including counsel, service providers, other stakeholders and Court Staff
- Receive and process payments including cash handling, petty cash, Law Trust (if applicable) and undertaking daily reconciliation's
- Attend to receiving and processing duties for Collections work in Courts including case handling where that is required

## Case Management

- Manage cases from filing to disposition
- Consult and liaise with parties/counsel/judiciary to determine case characteristics and develop proposals to advance case
- Ensure all relevant case notes and events are recorded in CMS
- Monitor case activity (including management information) on a regular basis and identify constraints to case progress
- Exercise Deputy Registrar powers in accordance with legislative requirements and Ministry guidelines/processes including (but not limited to):
  - Process a Statement of Defence
  - Consider Application for Adjournment,
  - Issue a Summons for a Witness to Appear
- Endeavour to ensure compliance with directions/orders/Practice Note standards
- Initiate action on each event as required
- Escalate issues relating to caseload and case flow when appropriate

- Ensure case files meet standardised format
- Schedule cases within appropriate timeframes
- Discuss cases with relevant judicial officers and court takers, as appropriate
- Support the Judiciary through the provision of up-to-date information on the status of cases
- Prior to hearings:
  - Ensure that case files are in order and meet standardised format
  - Ensure all documents are filed and up-to-date case summary provided where necessary
  - Hand over the case file to the Court Taker
- Complete actions directed/required following hearings
- Prepare for next event (if any)
- Ensure orders are correct and sealed
- Ensure professional appointments are made

### Court Taking

- Liaise with case parties, case officer and judiciary in order to manage the smooth operations of the courtroom and any issues that arise on the day
- Responsible for the management of Jurors including:
- Summons - ensuring there are sufficient potential jurors for the ensuing week;
  - Balloting
  - Education/information
  - Empanelling jurors
  - Payment of fees & expenses
- Ensure the Courtroom is tidy and appropriately equipped for each event
- Ensure the Courtroom is maintained and secured prior to sittings, during adjournments, and at conclusion of hearings
- Perform Court Rituals and ensure hearing is conducted to existing protocol
- Exercise Deputy Registrar powers in accordance with legislative requirements and Ministry guidelines/processes including (but not limited to);
  - Administer an Oath or Affirmation
  - Take Pleas and Elections
  - Exercise Registrar's powers during conduct of a Registrar's List
- Manage exhibits as appropriate
- Operate digital / audio system for evidence recording and maintain accurate log as required
- Support judicial officers through the provision of up-to-date information on the progress of the hearing
- Ensure that case records are updated, during the event
- Produce orders/warrants in the courtroom and ensure the judicial officer signs all required documentation
- Provide management reporting information for statistical purposes, such as records of sitting times

### Scheduling

- Ensure that next event dates are allocated
- Plan next events for each assigned case
- Escalate scheduling conflicts or issues to Team Leader or Case Flow Manager
- Maintain awareness of the effective use of Judicial time, available resources, courtrooms and other facilities when scheduling events
- Identify, plan and schedule the involvement of parties, counsel and the judiciary for the next events to progress the case
- Liaise with parties to effectively schedule cases
- Monitor the effectiveness of the scheduling process and any backlogs with their jurisdiction (or jurisdictions)

## Maintain Knowledge Capital

- Maintain knowledge of Court Rules, legislation, case law, available services, business processes applicable to the role
- Be responsive to changes in rules, legislation and case law in the management of cases
- Access and correctly interpreted relevant Rules and Legislation, as required

## Your working relationships

Internal	Other Courts staff
	Regional Offices (District Courts only)
	National Office
External	The Judiciary and Judicial Officers
	The legal profession
	Court users, including witnesses, jurors, parties and party representatives
	Other government agencies e.g. Corrects, NZ Police, Immigration, Inland Revenue, Volunteer Workers etc
	Members of the public
	External service providers e.g. interpreter, audiovisual technical suppliers etc
	Commercial suppliers and contractors

## Your education & experience

### EDUCATION/PROFESSIONAL QUALIFICATIONS AND TECHNICAL SKILLS

NCEA LEVEL 2 (Sixth Form Certificate) essential  
 A tertiary qualification and/or relevant work experience is an advantage  
 A good standard of English is essential  
 A current NZ Drivers licence is an advantage and may be essential in some courts  
 An ability to use standard personal computer software and hardware, particularly for processing emails, word-processing and document management

### WORK EXPERIENCE

Confident in dealing with a wide range of people and situations  
 Retains a professional manner within a busy and often unpredictable work environment  
 Demonstrates strong interpersonal skills and problem solving techniques  
 Tact, discretion, integrity and an ability to maintain the confidentiality of information  
 Highly organised and able to work within specific time constraints  
 Has a commitment to quality and accuracy  
 A high standard of written and oral communication skills  
 Is able to confidently address large groups of people  
 A relevant second language may be an advantage in some courts

## NOTE

The position holder will be required to undergo training to become fully competent. The position holder may also be required to be familiar with a range of Acts applicable to the jurisdiction(s) they are working within.

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