

Position Description

Supreme Court of Victoria



Position Details			
Title:	Operational Support Officer		
Contract:	MP Services (Aust) Pty Ltd		
Business Unit:	Supreme Court of Victoria / Funds in Court		
Salary Range:	\$67,866 – \$75,136 + superannuation	Grade	3.1
Employment Status:	Full-Time Fixed-Term (12 months)	Last Updated:	January 2019
Reports To:	Beneficiary Services Manager via the Team Leader		
Location:	5/469 La Trobe Street, Melbourne VIC 3000		

Position Purpose
The Operational Support Officer is a member of the Beneficiary Services Team and is responsible for providing high level operational support, information and quality customer service for the effective administration of funds paid in Court for persons under a legal disability (beneficiaries). This role is responsible for a small caseload of client files and provides backup support across the Trust Administration section of FIC. The position reports to the Beneficiary Services Manager via the Team Leader.

Key Accountabilities
• Provide timely and efficient operational support across Beneficiary Services and in particular, the Asset Services, Audit & Compliance team, including responsibility for a small portfolio of clients. • Prepare and present high level correspondence and other documentation, such as Court Orders and memoranda for the consideration of the Senior Master and/or Judicial Registrar. • Deal with and resolve or progress problems and complaints from clients, representatives and other stakeholders, providing analysis of this feedback to advise management on potential procedural and systems improvements. • Prepare and present quality reports and statistics; maintain proper documentation, recording and tracking systems in accordance with established performance standards. • Undertake system reviews to ensure accuracy of information and data. • Establish and maintain effective communication networks with key external stakeholders. • Liaise with colleagues, external organisations, groups and individuals that interface with Funds in Court. • Maintain a working knowledge of the procedural and practical requirements of the Senior Master (who is an Associate Judge), as they impact upon the administration of funds in Court for persons under disability. • Effectively deal with a range of clients displaying challenging behaviours (in particular persons with acquired brain injury) or presenting with very sensitive issues (in particular young persons who have been victims of crime). • Other duties in relation to the administration of funds in Court, as directed by the Team Leader and/or Beneficiary Services Manager.

Qualifications/Technical Expertise	
	• Demonstrated experience providing high level, professional, customer-focused operational support. • Ability to maintain high-level of accuracy and confidentiality. • Very strong numeracy and accuracy skills. • Experience using administrative systems, in particular, Microsoft Office suite, preferred. • Excellent written and verbal communication skills. • Proven high level organisational skills, including the ability to problem solve, prioritise workload and meet strict deadlines. • Demonstrated ability to use initiative and problem solving skills whilst working under pressure. • Experience in the trustee industry would be highly regarded. • Experience in the real estate industry would be highly regarded.

Key Capabilities	
Knowledge & Skills	• Advanced Computer skills – Understands and applies advanced computer skills to complex word processing, spreadsheet, presentation, or database functions. • Planning and Organising – Uses knowledge and experience to develop and implement systems to plan and monitor own and team performance • Service Excellence – Works to ensure services delivered are of superior quality, addressing issues promptly and effectively and encouraging team members to take pride in their work and seek to continually improve service provision • Verbal Communication – Confidently conveys information, using persuasion and bargaining as required, to provide clear and persuasive information and respond effectively to audience in a tactful, respectful, yet firm manner. • Written Communication – Produce a range of more complex business correspondence and reports presenting clear, factual and pertinent information based on knowledge, research and analysis.
Personal Qualities	• Customer Focus – Builds and sustains effective relationships with customers in order to build a common understanding and address their needs. • Detail Focus – Undertakes finely detailed work in a precise and accurate manner. • Initiative and Accountability – Takes responsibility for actions and proactively implements work plan and addresses issues. • Team Work – Cooperate effectively with the team and work collaboratively to achieve work plans and goals.

About the Supreme Court of Victoria

The Supreme Court of Victoria (the Court) is the highest court in Victoria and comprises the Court of Appeal and the Trial Division. The Court deals with major criminal and civil matters, plus appeals against decisions of lower courts.

Our Goal

To be an outstanding superior court.

Our Purpose

To safeguard and maintain the rule of law, and to ensure:

- equal access to justice;
- fairness, impartiality and independence in decision-making;
- processes that are transparent, timely and certain;
- accountability for the Court's use of public resources; and
- the highest standards of competence and personal integrity.

Funds in Court (FIC) is a self-funded division of the Court, whereby all funds paid into Court are held, invested, and administered by the Senior Master, who is an Associate Judge. The Senior Master holds funds, investments, and assets, principally for persons under disability. Please visit FIC (www.fundsincourt.vic.gov.au) for more information on our organisational context.

Additional Information

- Leave may be restricted during the legal year.
- Flexible working conditions may be negotiated (non-judicial staff only).
- All appointments are subject to reference checks and the receipt of a criminal record check.

Employee Obligations

Occupational Health and Safety

FIC aims to maintain a safe, healthy and secure work environment for the Judiciary, all employees, jurors, clients, visitors and contractors. Achieving this aim is the responsibility of all of us. We all have the opportunity on a daily basis to ensure we support health and safety practices.

Respect in the Workplace

FIC values and respects the diversity of its workforce and believes that all its employees should be treated fairly and with dignity and respect. Employees of the Court must show respect for each other, the judiciary, visitors and contractors by treating them fairly and objectively and ensuring freedom from discrimination, sexual harassment, racial or religious vilification, victimisation and bullying.

The Supreme Court of Victoria is an equal opportunity workplace.

Employee Acknowledgement

I acknowledge that I will comply with all applicable legislation including the Occupational Health and Safety Act, Public Administration Act, Victorian Public Service Enterprise Agreement 2016. I further acknowledge that I will abide by and perform my duties in accordance with the Code of Conduct for Victorian Public Sector Employees and the policies and procedures of Funds in Court, the Supreme Court of Victoria and Court Services Victoria (as applicable to FIC).

Name: _____

Signature: _____

Date: ____ / ____ / ____