

Court Registry Officer

Reports to	Various Manager	Group	Operations and Service Delivery		
Unit/Team	Regional Service Delivery	Location	Nationwide		
Direct reports	0	HR Delegation	NA	Finance Delegation	NA

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 to strengthen people's trust in the law of Aotearoa New Zealand.

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 - Respect, Integrity, Service, Excellence - R.I.S.E - these are our values.

Our values: RISE

Respect	Whakamana
We value others and their contributions	A process of mutual respect and understanding
Integrity	Toka Tū
We are honest and open	Solid in our foundations and maintain the integrity of the Ministry.
Service	Ākina
We deliver results	Encouragement. Doing what needs to be done without praise or the need to be recognised. It is about Service and doing the jobs that no one wants to do.
Excellence	Eke Panuku
We focus on quality	Successfully overcome. Going above and beyond, pursuing excellence in all that we do for the people that we engage with and serve.

Our Group

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 six 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 group supports the Judiciary and delivers quality services to participants across the District Court, Māori Land Court, and Tribunals.
- 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.
- Senior, Employment, Environment and Coroners Court (SEECC) provides high-quality support and services to the Court of Appeal, High Court, Employment Court, Environment Court, and Coroners Court.
- National Security Operations team is responsible for ensuring the safety and security for the judiciary, staff and visitors to Courts or Tribunals across NZ. This team is made up of approximately 350 frontline Court Security Officers, with supporting management team.
- Te Whare o Ngā Kaihautū Waka o Te Kōti-ā-Rohe o Aotearoa Office of the Chief District Court Judge provides administrative, operational, and strategic support to the District Court Judicial Leadership team, comprising the Chief District Court Judge, National Executive Judge, Principal Family Court Judge, and the Principal Youth Court Judge. The Office is largely independent in its support to the judiciary.

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 2016 and/or the Senior Courts Act 2016 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 Court 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:

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

Statutory appointment under S. 14 of the District Courts Act 2016 and/or S. 27 and/or S72 of the Senior Courts Act 2016 (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 2021 & Civil Union Act 2004.

Note

Court Registry Officers are appointed as Deputy Registrars under the District Courts Act 2016 and the Senior Courts Act 2016 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 2021 & 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 and 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.*

Health and Safety at Work

- *Comply with health and safety procedures.*
- *Take all practicable steps to ensure you don't harm yourself or anyone else.*
- *Report all incidents and help to identify and manage hazards.*
- *Support the site health and safety committees.*

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.

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.