



Tango Tutara O Te Ture
(Ministry of Justice)
GOVERNMENT OF THE COOK ISLANDS
PO Box 111 Rarotonga Cook Islands Phone (682) 29410 Fax (682) 28610
www.justice.gov.ck

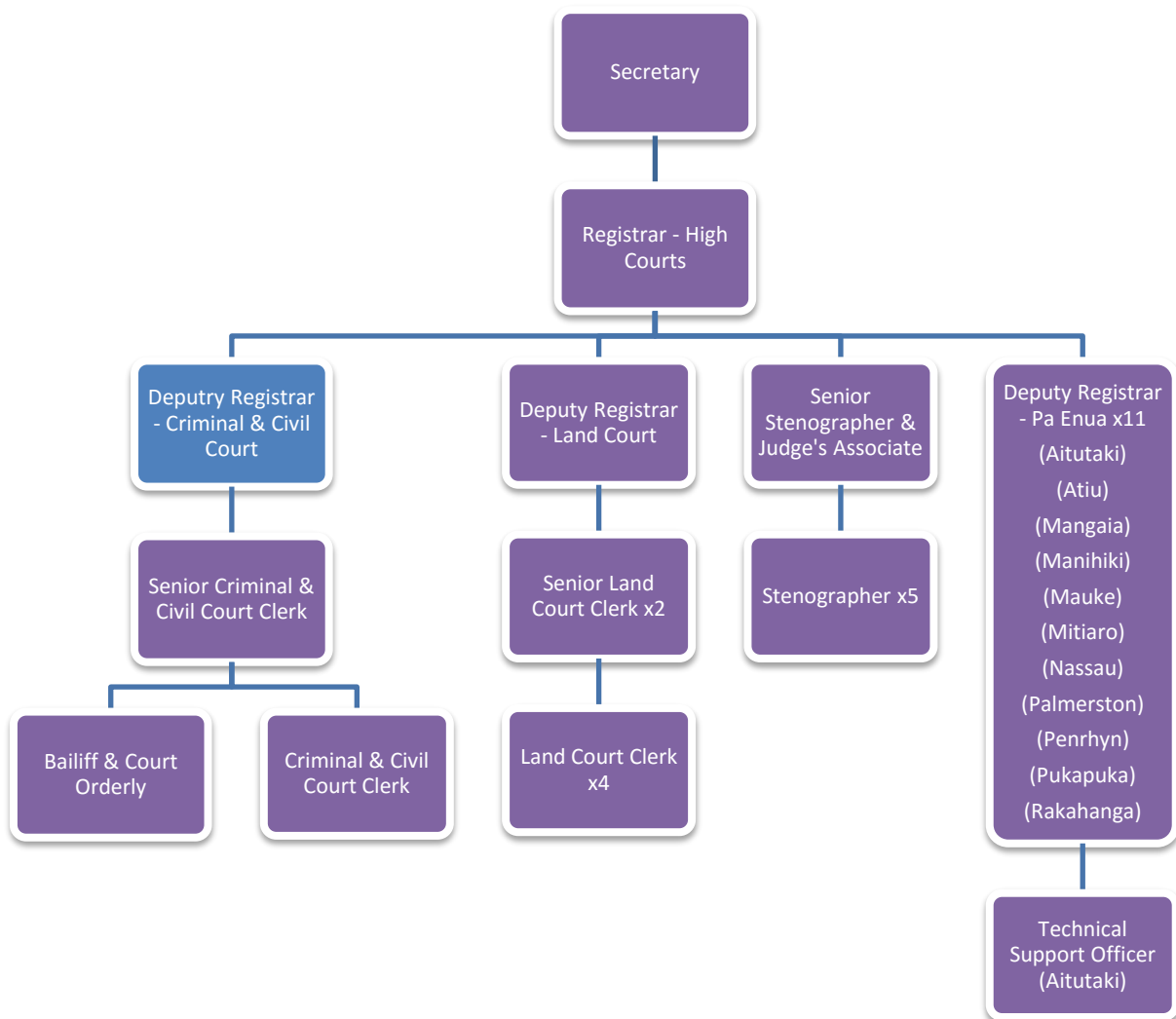
POSITION SUMMARY

Job Title:	Deputy Registrar – Criminal & Civil Court
Division:	High Courts
Responsible To:	Registrar – High Courts
Responsible For:	Three
Job Purpose:	<p>The role of the Deputy Registrar – Criminal & Civil Court is to oversee the management and administrative compliance of the criminal and civil sections of the High Courts and related tribunals and boards within the Cook Islands legal framework and Ministry of Justice systems, polices, processes, and procedures. This is an advanced specialist role requiring significant expertise and experience with specialized skills and knowledge in legislation and regulations, policy development and implementation, management, legal and court processes, police, probation, and prison processes, registry and records management, compliance, and information systems, while ensuring accuracy, timely reporting, and efficient and effective administration.</p> <p>The position is considered an expert on criminal and civil court matters across government, works directly under the Registrar – High Courts, and provides key services that maintains the integrity of judicial records, systems, and legal processes that directly impact the rule of law in the Cook Islands. As a Deputy Registrar, the position is created under several statutes, and the position must be familiar with and provide deputy registrar services for other Ministry division services.</p> <p>The position must work at a high level of competence in management, legal and compliance principles and technical requirements to manage the provision of court services to the public in an environment moving towards greater use of available technology.</p>
Job Classification:	Function: Technical and Service delivery Job band: I Jobwise Code: L6 – Team Manager
Date updated:	April 2019

AGENCY VISION

“For a **safe, secure, just** and **fair** society with a **trusted** land management and information and register systems”

ORGANISATIONAL STAFFING STRUCTURE (PROVISIONAL)



KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
<p>1. Policy Development and Advice</p> <ul style="list-style-type: none"> In consultation with the Registrar – High Courts, develop and implement policies, procedures, and manuals for Ministry of Justice relating to High Courts criminal and civil matters, in accordance with applicable legislation and regulation, and with due regard to best practices. Provide timely advice to Secretary and senior management to facilitate sound management decision making and develop innovative solutions to achieve Ministry plans' (including Business Plan and Strategic Plan) goals within budget. Provide timely advice and information to Secretary and senior management when requested, and when there are changes in Ministry operations or applicable legislation, regulations, and government policy. 	<ul style="list-style-type: none"> Policies and procedures relating to High Courts are updated and consistent with applicable legislative and regulatory requirements, and best practices. Timely completion of Business Plan and Budget and proper allocation of resources to achieve Ministry Plans' goals. Accurate and timely advice and information is provided. Provision of advice and information to government

<ul style="list-style-type: none"> • Assist in managing the provision of advice and information to government Ministries and Agencies, and the Pa Enuu, in relation to High Courts criminal and civil matters. • Formulate, prepare and provide affidavits, evidence, and expert opinion and testimony when required by Court, in consultation with the Registrar – High Courts. • Assist in formulating policy and procedure relating to physical and digital records management of survey information, in consultation with Registrar – High Courts. 	<p>is accurate and timely within agreed parameters.</p> <ul style="list-style-type: none"> • When required, accurate expert information is provided to the Courts. • Policies and procedures relating to records management are properly developed, implemented, and maintained.
<p>2. High Courts Management and Operations</p> <ul style="list-style-type: none"> • Efficiently and effectively deliver the management, review, regulation and monitoring of High Courts criminal and civil matters, including document filing, timely production of court orders, decisions, sentences, warrants, reports, court and tribunal scheduling (e.g. case fixtures, judge and staff rostering), maintaining registers and online platforms, courtroom processes, protocol, decorum, and security, facilitating preparation for and administration of court hearings, recording case dispositions, and providing transcripts, providing logistical support, facilitating translation services where needed, and any other relevant matters. • Retrieve and prepare High Courts criminal and civil records for public enquiries and court hearings (including High Court, Children’s Court, Court of Appeal, Privy Council, Tribunals and Boards). • Monitor, manage and update relevant information systems and ensure data entered are verified and accurate, maintained and secure. • Assist in the management of criminal and civil related High Courts online platforms for compliance with applicable legislations and regulations, and negotiates the resolution of any system or data issues. • Assist in facilitating and verifying the issuance, dissemination, and execution of applicable Court orders and the proper updating of the High Courts criminal and civil records for data integrity. • Facilitates the issuance of required advertisements and notices, including reminder notices to applicants, lawyers, and agents, and lists and court schedules, within legislative requirements, policy, procedures, and best practices. • Provides Deputy Registrar services within High Courts division, and deputy registrar services to the Registry Services and Land Administration divisions, in accordance with applicable legislation, regulations, policies and 	<ul style="list-style-type: none"> • High Courts criminal and civil matters are timely managed, reviewed, regulated and monitored for legislative and regulatory compliance, and appropriately actioned. • Monitor compliance and verify correct processes are adhered to. • High Courts criminal and civil records are properly prepared to facilitate court hearings and public enquiries within agreed parameters. • Information systems data are accurate and kept up to date. • Online platforms have data integrity and free from errors. • High Courts criminal and civil records are accurately and timely updated to reflect Court orders received, and orders are accurate and timely issues and disseminated. • Appropriate advertisements and notices are provided. • Registrar services in the Ministry are provided in accordance with law. • Supervised staff are aware of applicable policies and their performance is appropriately recognized.

<p>procedures, including the certifying, signing, sealing, and witnessing of documents.</p> <ul style="list-style-type: none"> Assists in managing and mentoring High Courts criminal and civil staff in accordance with Ministry plans and policies, applicable PSC policies, and approved performance management plans and agreements. 	
<p>3. Records Management</p> <ul style="list-style-type: none"> Using available technology, efficiently and effectively deliver the management of High Courts criminal and civil records so records are organized, complete, updated, preserved, digitized, and compliant with legislation, regulations, and Ministry policies and procedures. Facilitate the management of hard copy documents so they are timely and properly scanned, digitized, preserved, filed, and maintained according to Ministry policies and procedures. Digital records are organized, internally accessible and searchable, and configured for public access in accordance with Ministry policy, procedures and set parameters. Assist in managing digital backup processes of High Courts criminal and civil files and records. Records are maintained in a manner to facilitate for quick and easy reporting. Coordinates with appropriate persons so that record storage areas are kept clean, healthy, tidy, safe, secure, organized and clear of clutter, within Ministry policy and procedures. Assists in the management of Court audio recording systems and stenographers to ensure they are operational and properly configured. 	<ul style="list-style-type: none"> High Courts criminal and civil records are complete, have no errors, and all applicable documents have been scanned and no backlog. Physical records are organized, cared for, digitized, and properly stored. Digital records are organized, backed up, secured, complete, and timely updated when necessary, and properly maintained for referential integrity and prevent corruption and unauthorized access or duplication. Digital records are actively being backed up, and backups are maintained. Any backlog in records management is documented, timely mitigated and resolved, and any indexing completed. Record storage areas are stored and regularly cleaned in a manner to maximize record preservation. Court transcripts are of high quality and available within set parameters.
<p>4. Registry Services Division and Pa Enu</p> <ul style="list-style-type: none"> Assists with formulating, coordinating, and fulfilling divisional tasks and processes within legislation, regulation, policies and procedures. Provides training of High Courts staff, and relevant outer island and other persons on criminal and civil matters relating to High Courts. Provide support, advice, and directions to and exchanges information from, Pa Enu staff on criminal and civil matters relating to High Courts. 	<ul style="list-style-type: none"> Tasks are timely completed within set parameters. Training is provided, and appropriate persons are trained on relevant matters. Pa Enu staff are provided accurate and timely advice and support, and appropriate data is obtained.

<ul style="list-style-type: none"> • Inform and consult with Secretary and HR & Asset Manager in relation to any management issue. • Support the Secretary and senior management in resolving conflicts related to work related issues. • Implement the Ministry performance management plan, training and development plan, business plan, strategic plan, disaster risk management plan, and communications plan. • Take on responsibilities of High Courts criminal and civil staff and Registrar – High Courts in their absence or vacancy where necessary. • Assist in scheduling and arranging for training for Justices of the Peace and tribunal members, in consultation with the Registrar – High Courts and Secretary. 	<ul style="list-style-type: none"> • Secretary and HR & Asset Manager are provided with accurate and relevant information and management support to resolve work related issues. • All High Courts criminal and civil staff have current performance management agreements. • High Courts criminal and civil related duties are met and managed during staff absence or vacancy. • Training for Justices of the Peace and tribunal members are regularly and properly organized.
<p>5. Reporting and Compliance</p> <ul style="list-style-type: none"> • Review and verify submitted documents for compliance with legislative and regulatory requirements and processes. • Compile and submit regular accurate reports on High Courts criminal and civil related activities, including the number and type of court and tribunal matters, their dispositions, status, number of adjournments before final disposition, time it took for the matter to progress at each stage through to final disposition, whether it involved a Jury, any other matter of interest (e.g. mediation was recommended by Court), and any related revenue and relevant information. • Appropriately alert Secretary, and relevant Ministry management and staff to discrepancies, errors, and concerns, and actively resolve, in consultation with the Registrar – High Courts. • Provide reports to Secretary regularly and as requested. • Collect daily information and statistical data for periodic reports and ministry use. • Assists in ensuring financial expenditure of criminal and civil matters in the High Courts division is within Ministry budget. • Under the direction of the Registrar – High Courts, assists in managing workspace of High Courts criminal and civil staff to ensure health, safety, and security, and appropriate use of equipment and supplies. • Assists in designing, developing, implementing, and maintaining procedures to ensure quality assurance, accuracy and integrity of information entered into information systems, facilitates and monitoring, reporting, and correcting of errors. 	<ul style="list-style-type: none"> • Documents are timely reviewed to determine compliance and actioned in accordance with policies, procedures, and legislative requirements. • Reports are accurate, timely, and submitted at least monthly, and within set parameters. • Timely reporting and resolution of discrepancies, errors, and concerns. • Requested reports are accurate and timely provided. • Statistical data is collected, accurate, complete, and collated for reports. • Budget expenditure ceilings relating to High Courts criminal and civil matters are complied with. • No reasonable health, safety, and security issues and staff are properly resourced. • High Courts record management systems catch and fix errors.

<p>6. Customer Service and Risk Management</p> <ul style="list-style-type: none"> • Efficiently and effectively manages, responds to, and resolves local and international enquiries by phone, email, or over the counter, relating to criminal and civil court and tribunal matters, Pa Enea offices, and any other relevant matters. • Verifies Ministry data and information, including customer and financial information, are kept secure. • Facilitates the management and maintenance of High Courts criminal and civil equipment and supplies. • Assist in, and at times lead, the organizing, coordination, and logistical support of all Ministry led and staff related events and activities. • Where appropriate, educate and inform customers of services and processes, and facilitate access to information. • Discerns and negotiates disputes relevant to High Courts criminal and civil matters where appropriate and within Ministry policies and procedures. 	<ul style="list-style-type: none"> • Enquiries are professionally managed with accurate and appropriate advice, and complaints and resolutions are documented. • Timely respond to enquiries (including phone and email) within set parameters. • No breaches in data and information security. • High Courts equipment are in good working condition and supplies are managed. • Ministry led and staff related events and activities are timely organized within set parameters. • Customer Satisfaction. • Performance management agreement targets are met. • Disputes are resolved within applicable policies.
<p>7. Systems and Legislation Development</p> <ul style="list-style-type: none"> • Assist in the development, implementation, and improvement of IT systems that improve efficiency, effectiveness, reporting, management and accessibility to Ministry services (e.g. online payment methods; case management system; video conferencing use in court hearings) related to criminal and civil matters in the High Courts division. • Assists in the creation, ongoing review and updating, of legislation and regulations governing High Courts criminal and civil matters. • Assist in developing, implementing, and maintaining a system, with appropriate policies and procedures that facilitates the appointment and training of Justices of the Peace and tribunal members (e.g. LAT) in accordance with relevant legislation and regulation. • Assist in developing, implementing, and maintaining a records management system that is consistent with legislative and regulatory requirements, and best practices, and facilitates quick and easy reporting and appropriate access. • Assist in developing and implementing accountability mechanisms to control, track, regulate and monitor access to High Courts criminal and civil information. • Develops and maintains a list of translators able to translate in court and in the Pa Enea. 	<ul style="list-style-type: none"> • IT solutions are identified, and implemented where approved by the Secretary and where resources are available. • Key High Courts criminal and civil related legislation is updated to facilitate Ministry plans, relevant standards, and changes in the legal landscape and national priorities. A list of legislation and regulation is formulated for development in consultation with the Secretary, and progressed. • A system with policies and procedures is developed and maintained to facilitate the appointment and training of Justices of the Peace and tribunal members. • Management system of High Courts records meets requirements and best practices. • Accountability mechanisms are in place,

<ul style="list-style-type: none"> Assists in organizing community outreach programs, initiatives, and events relating to criminal and civil matters in the High Courts division. Undertake feasibility studies at the direction of the Secretary and Registrar – High Courts and report on the viability of proposed initiatives. Undertake any project or task assigned by the Secretary and Registrar – High Courts that is reasonably expected to support the Ministry. 	<ul style="list-style-type: none"> monitor information access. A list of translators is developed and maintained. Community outreach programs, initiatives, and events are appropriately supported. Feasibility Studies are provided within agreed parameters. Projects and tasks are completed within agreed parameters.
--	--

WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Time Management: Efficiently and effectively prioritizing and multitasking in order to timely respond to daily enquiries by email, phone, and over the counter, while ensuring proper prescribed fees are paid, registrations, applications, document filings and approvals are processed, verified, and compliant within legal requirements and relevant court orders, records are properly managed, customers are effectively educated on legal requirements, Judges and Justices of the Peace sessions are scheduled and managed, Judiciary matters are timely and properly administered, lawyers and land agent matters are addressed, court hearings are appropriately scheduled, reports are timely submitted, and complex issues are progressed to resolution.
2	Managing court records to ensure accuracy and smooth integration with national offender management systems to allow greater referential integrity and efficient and effective administration of justice, while moving away from existing disparate database systems.
3	Managing court hearings to ensure efficient scheduling, timely notices, provision of complete reports, files, and information for Judiciary, properly calibrated and operational audio recording system and IT systems, appropriate security, staff rostering, and any special needs are appropriately organized.
4	Competently providing deputy registrar services to other Ministry division customers during the absence of that division's Registrar and Deputy Registrar.

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (*Explain the authority if any*)

Financial	None
Staff	Three
Contractual	None

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. (*List the external and internal types of functional relationships*)

Internal	Nature of Contact	External	Nature of Contact
Secretary of Justice	Medium: Providing advice and reports. Developing budget and Ministry plans, policies, and	Service Providers	Medium: System support, maintenance, and ongoing development input for online platform(s).

<p>Registrar – Land Administration, Registrar – Registry Services, Chief Surveyor</p>	<p>procedures. Leads on High Courts criminal and civil related matters.</p> <p>Medium: Assists in coordinating Ministry tasks, projects, reports, and provides expert advice on complex issues relating to High Courts criminal and civil matters.</p>	<p>Lawyers and Land agents</p>	<p>Routine: Formulates expert opinions and exchanges information to facilitate appropriate responses to enquiries, facilitate court filings, functions and scheduling, and compliance with court orders, legislation and regulations.</p>
<p>Registrar – High Courts, High Courts staff</p>	<p>Heavy: Facilitates tasks, projects, service counter administration, providing reports, issuing notices, warrants, summons, court orders, tribunal, board, and meetings, facilitating court evidence and document filings, scheduling court hearings, management of records and online platforms, drafting, management, and execution of court orders, monitors performance, and seeks and provides expert advice on complex issues. Where necessary, assumes responsibilities of High Courts civil and criminal staff & Registrar – High Courts in their absence.</p>	<p>Ministry of Corrective Services, Police</p> <p>Other Government Ministries and Agencies</p> <p>Media</p> <p>Jury Members</p>	<p>Routine: Develops relationships to facilitate the provision of information and advice to facilitate other Ministries and Agencies functions and services (e.g. coordinating custody matters), and assisting the administration of functions of the High Courts.</p> <p>Medium: Resolves government and relevant government facilitated enquiries.</p> <p>Medium: Assists in facilitating notices and advertisements, within Ministry policy.</p> <p>Medium/Routine: Assists in managing Jury process, including summons, selection process, trials, compensation and security.</p>
<p>Judges and Justices of the Peace</p>	<p>Heavy: Assists in providing information requested by court, coordinating issuing, sealing, signing, and execution of court orders, training, scheduling court hearings, organizing travel and providing logistical support when required.</p>	<p>Translators</p>	<p>Medium: Develop relationship and maintain list of translators for Ministry purposes, including criminal and civil court translation.</p>
<p>Boards and tribunals</p>	<p>Medium: Assists in organizing scheduled hearings, support, information, and administration.</p>	<p>General public</p>	<p>Routine: Manages and responds to enquiries, implements policy and procedure relating to High Courts records, provides advice and training, facilitates court filings and functions, arbitrates disputes, organizes community outreach, ensures payment</p>

Stenographers	Heavy: Assists in managing and supporting staff and provision of court transcripts.		of prescribed fees, and facilitates OIA requests.
Corporate Services staff	Medium/Heavy: Provides and obtains information and support relating to finance, IT, and HR matters.		
Janitor	Medium: Assists in the proper cleaning, maintenance, and security of record storage areas.		
Pa Enea offices	Medium/Heavy: Provides information, advice, support, and training to Pa Enea staff related to High Courts.		
All Ministry staff	Medium: Provides information and registrar/deputy registrar services, and assists with logistical support and the facilitation of Ministry services. Develops staff cohesion.		

QUALIFICATIONS

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
<ul style="list-style-type: none"> A bachelor's degree in law, criminal justice, information systems, political science, pacific island studies, conflict resolution, or management. 	<ul style="list-style-type: none"> Post-graduate qualifications in law, criminal justice, information systems, political science, pacific island studies, conflict resolution, or management. Admitted to practice law in the Cook Islands.

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
10 – 12 years of work experience in legal, criminal justice, compliance, clerical, office management, pacific island studies, conflict resolution, or similar role.	13 – 15 years of work experience in legal, criminal justice, compliance, clerical, office management, pacific island studies, conflict resolution, or similar role.

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	<ul style="list-style-type: none"> • Understanding of staff and records management, and relevant PSC policies. • Understands Ministry of Justice policies and procedures, role and functions, and committed to public service. • Excellent attention to detail and customer service. • Communicates with clarity and vision, actively listens to others and responds with respect. • Takes ownership and acknowledges important outcomes of decisions. • Highly developed written and oral communication skills, preferably both English and Maori. • Knowledge of the workings of government. • Ability to negotiate and solve problems quickly. • Knowledge of conflict resolution. • Knowledge of law relating to criminal and civil court matters, including the Cook Islands Act 1915 (especially sections 389 and 492), Part IV of the Constitution, Judicature Act 1980-81, Code of Civil Procedure of the High Court Act 1981, Criminal Justice Act 1967, Criminal Procedure Act 1980-81, Prevention of Juvenile Crime Act 1968, Money Laundering Prevention Act 2000, Victims of Offences Act 1999, Family Protection and Support Act 2017, Crimes Act 1969, Evidence Act 1968, Juries Act 1968, Prisons Act 1967, Justices of the Peace Act 2017, and any related amendments, legislation, and regulations. • Models high level of accuracy, professionalism, and dedication to high performance and ethical behaviour.
Advanced	<ul style="list-style-type: none"> • Knowledge of law relating to land court matters, including Unit Titles Act 2005, Land (Facilitation of Dealings) Act 1970, Leases Restrictions Act 1976, Judicature Act 1980-81, Code of Civil Procedure of the High Court Act 1981, and any related amendments, legislation, and regulations. • Knowledge of Land Agents Registration Act 2009, Law Practitioners Act 1993-94, Crown Law Office Act 1980, Police Act 1981, and any related amendments, legislation, and regulations. • Knowledge of policy and guideline development and implementation. • Knowledge of legislation, regulations, obligations, processes and procedures relating to Cook Islands land ownership and land registry of titles. • Knowledge of court processes and procedures relating registry services and survey. • Knowledge of issues that impact land and vulnerable records. • Knowledge of tribal titles in the Cook Islands and the House of Ariki. • Knowledge of bench book and manuals relevant to court operation. • Knowledge of Coroners Act 1979-80. • Ability to work in harmony with conflicting perspectives and diverse activities in a large organization. • Ability to prioritize and multitask, and work both independently and cooperatively.

	<ul style="list-style-type: none"> • Familiarity with legislation enabling all services provided through the Ministry of Justice. • Knowledge of Ministry of Justice prescribed fees, and court processes involving payments to and from the Ministry. • Ability to handle confidential and sensitive information. • Knowledge of the Cook Islands culture, language, protocol and history for engagement, including safe appropriate communication. • Knowledge of security policies and protocols.
Working	<ul style="list-style-type: none"> • Knowledge of legislation, regulations, obligations, processes and procedures relating to land trust. • Knowledge of Official Information Act 2008, House of Arikis Act 1966, and any related amendments, legislation, and regulations. • Knowledge of Companies Act 1970-71, Companies Act 2017, aspects of New Zealand Companies Act 1955, Incorporated Societies Act 1994, Incorporated Societies Amendment Act 2017, Chattels Transfer Act 1924, Personal Property Securities Act 2017, and related amendments, legislation, and regulations. • Knowledge of Marriage Act 1973, Births & Deaths Registration Act 1973, Cook Islands Act 1915 (Adoption), Electoral Act 2004, and related amendments, legislation, and regulations. • Knowledge of regional conventions relating to changing of legal names. • Knowledge of Aitutaki Motus Prohibition of Leases Act 1970, Rarotonga Motus Prohibition of Leases Act 1981-82, Small Claims Act 1986, Small Claims Tribunal Act 2008, Criminal Records Act 1991, Extradition Act 2003, Proceeds of Crime Act 2003, Fugitive Offenders Act 1969, Legal Aid Act 2004, Declaratory Judgements Act 1994, Harassment Act 2017, Defamation Act 1993, and any related amendments, legislation, and regulations. • Knowledge of Microsoft Office suite (Word, Excel, Powerpoint). • Knowledge of Microsoft Windows operating system interface and basic IT troubleshooting. • Average computer typing speed of at least 36 words per minute. • Knowledge of scanning and preserving legal documents for archiving. • Knowledge of accounting principles, and trustee and fiduciary duties. • Knowledge of MFEM, PERCA, PSC, and Audit requirements and policies relevant to land trust. • Knowledge of case management software, record management, online platforms facilitating Ministry services, and online payment processes. • Ability to think on one's feet and has a sound sense of judgement. • Recognises the boundaries between politics, governance and management and acts accordingly.
Awareness	<ul style="list-style-type: none"> • Knowledge of First Aid, CPR, and fire safety is an advantage. • Knowledge and skill in self-defence and self-defence weapons is an advantage. • Knowledge of banking services and processes of Cook Islands licensed domestic banks and international payment methods.

	<ul style="list-style-type: none"> • Understands and exemplifies Ministry and public service values. • Applies understanding of the unique and special nature of the Cook Islands to decisions and actions.
--	---

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

HoM/Manager

Date

Employee

Date