



**Tango Tutara O Te Ture
(Ministry of Justice)
GOVERNMENT OF THE COOK ISLANDS
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www.justice.gov.ck**

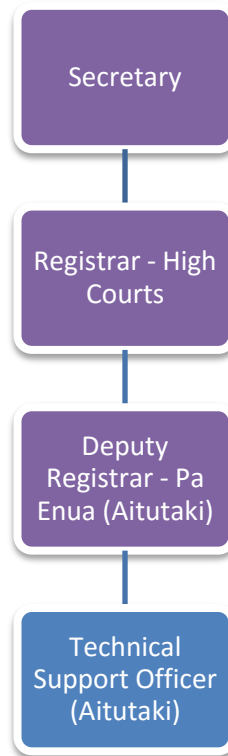
POSITION SUMMARY

Job Title:	Technical Support Officer (Aitutaki)
Division:	High Courts
Responsible To:	Deputy Registrar – Pa Enea (Aitutaki)
Responsible For:	None
Job Purpose:	<p>The role of the Technical Support Officer (Aitutaki) is to assist and support the operations of the Ministry of Justice office in Aitutaki in the provision of Ministry services to members of the Pa Enea within the Cook Islands legal framework and Ministry of Justice systems, polices, processes, and procedures. This is a technical support role requiring sufficient knowledge in legislation and regulations governing Ministry services, 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>This position provides technical and operational support for the Cook Islands community in Aitutaki in relation to the provision of Ministry services.</p> <p>The position must work at an appropriate level of competence in legal and compliance principles and technical requirements to support the delivery of Ministry services to the public in an environment moving towards greater use of available technology.</p>
Job Classification:	Function: Technical and Service delivery Job band: C Jobwise Code: S3 – Administration/Customer Support
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. Aitutaki Office Management and Ministry Services</p> <ul style="list-style-type: none"> • 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. • Assist in the efficient and effective provision of Ministry services in Aitutaki in consultation with the Deputy Registrar – Pa Eua (Aitutaki) and relevant Registrar(s), including registration and document filing of births, deaths, marriages, divorces, adoptions, change of name, companies, incorporated societies, personal property securities, and any court related applications, document filings, hearings, warrants, summons, judgments, sentences, injunctions, and other court orders. • Assist in the administration and logistical support of elections when required. • Ensure prescribed fees are paid and receipted, recorded, and trading revenue is collated and timely reported within policies and procedures. • Ensure data entered into information systems is accurate, and lists and registries are accurate, maintained, and secure. • Assist in the provision to the Rarotonga office of accurate information to assist in updating Marriage Celebrant and Officiating Minister lists. • Assist in the issuance of required advertisements, notices and certificates 	<ul style="list-style-type: none"> • Accurate and timely advice and information is provided. • Applications and documents are timely reviewed for legislative and regulatory compliance, and appropriately actioned. • Administration of elections is properly supported. • Monitor compliance and ensure correct processes are adhered to. • Appropriate fees are collected, receipted, recorded, and reported. • Information systems data and relevant lists and registries are accurate and kept up to date. • Marriage Celebrant and Officiating Minister lists are maintained, regularly updated to include Aitutaki information and available, in consultation with the Deputy Registrar – Pa Eua (Aitutaki). • Appropriate advertisements, notices

<p>relevant to Aitutaki within legislative requirements, policy, procedures, and best practices.</p>	<p>and certificates are provided.</p>
<p>2. Records and Courtroom Management</p> <ul style="list-style-type: none"> • Assist in managing 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. • Undertake faxing, photocopying, scanning, printing, laminating, binding, filing, distribution and dissemination as required. • During the absence of vacancy of the Deputy Registrar – Pa Enea (Aitutaki), liaise with IT staff to ensure digital backups of files and records are being done and are maintained. • Assist in ensuring management of records meets legislative and regulatory requirements, and best practices, and maintained in a manner to facilitate quick and easy reporting and appropriate access. • Support the Deputy Registrar – Pa Enea (Aitutaki) in the preparation and smooth operation of court hearings. • Assists in ensuring Aitutaki office is kept clean, healthy, tidy, safe, secure, organized, operational, in good repair, and clear of clutter, within Ministry policy and procedures. 	<ul style="list-style-type: none"> • 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 to ensure referential integrity and prevent corruption and unauthorized access or duplication. • Tasks are completed within set parameters. • Digital records are actively being backed up, and backups are maintained. • Records management meets requirements and best practices. • Any backlog in records management is timely reported to senior management and properly dealt with, and any indexing completed. • Courtroom processes and protocols are followed and organized. • Aitutaki office is tidy, presentable, secure, and regularly cleaned, and coordinated in consultation with the Janitor or HR & Asset Manager and is in accordance with policies and procedures..
<p>3. Office Coordination</p> <ul style="list-style-type: none"> • Support the implementation of the Ministry performance management plan, training and development plan, business plan, strategic plan, disaster management plan, and communications plan. • Assist in providing training for supervised staff on matters relating to legislation, regulations, policies, procedures, and best practices relevant to the provision of Ministry services in Aitutaki. • Inform and consult with Secretary, HR & Asset Manager, and relevant senior manager in relation to any management issue. 	<ul style="list-style-type: none"> • Aitutaki office staff have current performance management agreements. • Relevant staff are regularly trained and a procedure manual is regularly updated. • General enquiries relating to the Registry Services division are facilitated and responded to. • Tasks are timely completed within set parameters.

<ul style="list-style-type: none"> • Support the Secretary and senior management in resolving conflicts related to work related issues. • Assist in ensuring Ministry services are still available during the absence or vacancy of the Deputy Registrar – Pa Enea (Aitutaki). • Assist in facilitating the reporting of timesheets and leave applications to the HR & Asset Manager and Registrar – High Courts, in accordance with policies, procedures, and Secretary endorsed directions. • Assist in ensuring Aitutaki office is open during normal business hours and in accordance with Ministry policy. • When authorized by the Secretary, assist with the operation, training, and provision of Ministry services of nearby offices in the Pa Enea and Rarotonga in accordance with relevant policies. 	<ul style="list-style-type: none"> • Appropriate persons are trained on relevant matters. • Secretary, HR & Asset Manager, and relevant senior management are provided with accurate and relevant information and management support to resolve work related issues. • The provision of Ministry services through the Aitutaki office is managed during staff absence or vacancy. • Timesheets and leave applications are accurate and timely submitted. • All requests to close the office during normal business hours is timely submitted to the Registrar – High Courts or Secretary for consideration. • Ministry office operations are supported and relevant training provided in accordance with polices agreed parameters.
<p>4. Reporting and Compliance</p> <ul style="list-style-type: none"> • Assist in the review and verification of submitted documents for compliance with legislative and regulatory requirements and processes, and when necessary in consultation with relevant division staff of Rarotonga office. • Assist in the compilation of information for reports on Ministry services, including the number of and type of service provided, and any related revenue or relevant information. • Assist in alerting relevant senior management to discrepancies, errors, and concerns, including the loss of email/internet connectivity. • Provide reports to Secretary and senior management regularly and as requested. • Collect daily information and statistical data for periodic reports and ministry use. • Assist in maintaining an updated list of Aitutaki based officiating ministers and marriage celebrants, and Justices of the Peace, in consultation with the Deputy Registrar – Pa Enea (Aitutaki). • When necessary, assist the Deputy Registrar – Pa Enea (Aitutaki) with office receipting and banking. 	<ul style="list-style-type: none"> • Documents are timely reviewed to determine compliance and actioned in accordance with policies, procedures, and legislative requirements. • Accurate information in timely provided to assist reports. • Timely reporting of discrepancies, errors, and concerns. • Requested reports are accurate and timely provided. • Statistical data is collected, accurate, complete, and collated for reports. • Lists are accurate, maintained, and timely reported. • Funds are banked and recorded in accordance with relevant policies and procedures.

<p>5. Customer Service and Risk Management</p> <ul style="list-style-type: none"> • Assist in the efficient and effective management and response to local and international enquiries by phone, email, or over the counter, relating to Ministry services, in accordance with policies and procedures, and in consultation with the Rarotonga office when necessary. • Ensure Ministry data and information, including customer and financial information, are kept secure. • Provide timely advice to senior management regarding matters that may impact the operation of Ministry services. • Assist in the organizing, coordination, and logistical support of all Ministry led and staff related events, activities, initiatives, when required. • Support the implementation of Ministry Plans, policies, and procedures endorsed by the Secretary. • Where appropriate, educate and inform customers of services and processes, and facilitate access to information. • Report all grievances and attempts at resolution to the Deputy Registrar – Pa Enuā (Aitutaki), Registrar - High Courts or Secretary. 	<ul style="list-style-type: none"> • Enquiries are professionally managed with accurate and appropriate advice, and complaints and attempts to resolve them are documented. • Timely respond to enquiries (including phone and email) within set parameters. • No breaches in data and information security. • Advice to senior management is accurate, timely, and appropriately communicated. • Ministry led and staff related events, activities, and initiatives are timely organized and supported within set parameters. • Ministry plans, policies, and procedures are supported, and a performance management agreement is in place. • Customer Satisfaction. • Performance management agreement targets are met. • All grievances and attempts at resolution are appropriately reported.
<p>6. Systems Development</p> <ul style="list-style-type: none"> • Assist in the researching and identifying of IT systems that improve work efficiency and effectiveness and expand Ministry capabilities (e.g. implementing a task management system). • Assist in coordinating community outreach programs, initiatives, and events relating to Ministry services, in consultation with the Secretary, Registrar – High Courts, Registrar – Land Administration, and Registrar – Registry Services. • Undertake any project or task assigned by the Secretary, Registrar(s), or Deputy Registrar – Pa Enuā (Aitutaki) that is reasonably expected to support the Ministry. 	<ul style="list-style-type: none"> • IT solutions are identified, and implemented where approved by the Secretary and where resources are available. • Community outreach programs, initiatives, and events are appropriately coordinated and supported. • Projects and tasks are completed within agreed parameters.

WORK COMPLEXITY

<p><i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i></p>	
<p>1</p>	<p>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, court and registry applications are verified and compliant with legal requirements and timely processed, records are properly managed, customers are informed of legal requirements, reports are timely submitted,</p>

	and activities coordinated with the Deputy Registrar – Pa Enea (Aitutaki) and the Rarotonga office.
2	Managing customer concerns over their non-compliance with legal requirements impacting the legal status of their matters relating to High Court, Land Administration, and Registry Services.
3	Assisting in troubleshooting and resolving accessibility issues to online platforms (including servers and email) and liaising with Ministry IT Technicians, ICT, Bluesky, and international service providers for prompt resolution.
4	Assisting the Deputy Registrar – Pa Enea (Aitutaki) and other Ministry staff during court hearings in a manner consistent with applicable Ministry processes, procedures, legislation and regulations.
5	Remaining neutral and promoting a positive Ministry reputation while providing advice on Ministry processes to members of the public in a small community with many familial connections.

AUTHORITY

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

Financial	None
Staff	None
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	Light: Providing advice on any activities that may impact on the operations of the Ministry services in Aitutaki during the absence of the Deputy Registrar – Pa Enea (Aitutaki).	Service Providers	Minimal: System support for online platform(s).
Registrar – High Courts, Registrar – Land Administration, Registrar – Registry Services	Light/Medium: Assists in coordinating tasks, projects, and notices relating to Aitutaki, assists in preparing and delivering reports, issuing certificates and endorsements, and seeks advice on complex issues.	Lawyers and Land agents	Medium: Assists in exchanging information to facilitate appropriate responses to enquiries and compliance with court orders, and the registration of instruments, deed documents, and mortgages. Assists in facilitating security payments to the law trust.
Deputy Registrar – Pa Enea (Aitutaki),	Heavy: Assists in coordinating tasks, projects, and notices relating to Aitutaki, assists in preparing and delivering	Plaintiffs, defendants, Inmates, probationers	Medium: Assists in facilitating court applications and document filing, and enforcing court warrants, summons, orders, decisions, and sentences.
		Ministry of Corrective Services, Police	Medium: Assists in exchanging information to facilitate offender management systems and processes.

Registry Services division staff	<p>reports, issuing certificates and endorsements, and seeks advice on complex issues.</p> <p>Medium: Assists in exchanging information; assists in facilitating registrations for births, deaths, marriages, divorces, and changes of name; assists in facilitating issuing marriage licenses, personal property securities, company, and incorporated society filings, and assists in supporting the administration of elections. Seeks assistance with general queries, tasks, and support when needed.</p>	Government Ministries and Agencies	<p>Assists in executing court warrants, summons, orders, decisions, and sentences, and facilitating court filing and reports.</p> <p>Minimal: Assist with government and government facilitated enquiries.</p>
Land Administration division staff	<p>Medium: Assists in exchanging information; assists in facilitating land and tribal title research, and application and document filing processes, and land trust applications and payments. Seeks assistance with general queries, tasks, and support when needed.</p>	<p>Officiating Ministers, Marriage Celebrants, and wedding planners</p> <p>Chief Electoral Officer</p>	<p>Medium: Assists in facilitating appointments, licensing and registration documents within legislative requirements, and established procedures, and policy, assists in maintaining lists and responds to enquiries.</p> <p>Minimal: Assists in administration and logistical support of electoral matters in Aitutaki and appropriately responding to enquiries.</p>
High Courts division staff	<p>Medium: Assists in exchanging information; assists in facilitating court filings, execution of court orders, court fixtures (e.g. Panui list), and courtroom administration and security when necessary. Seeks assistance with general queries, tasks, and support when needed.</p>	Banks	<p>Medium: Assists with banking and exchange of information to facilitate payments and reporting.</p>
Judges and Justices of the Peace	<p>Medium: Assists in providing information requested by Judiciary, executes relevant court orders, provides logistical support, and assists in</p>	Media	<p>Minimal: Assists in advertising required notices.</p>
		General public	<p>Routine: Assists in facilitating enquiries and providing Ministry services in Aitutaki related to High Courts, Land Administration, and Registry Services processes. Provides advice on process, and community outreach, ensures payment of prescribed fees, and facilitates OIA requests and responds to general enquiries.</p>

Coroner	ensuring court protocol, efficiency, order and security. Light: Assists in exchanging information to facilitate registration of deaths.		
Corporate Services staff	Medium: Provides and obtains information and support relating to finance, IT, and HR matters.		
Janitor	Light: Implements regular cleaning, maintenance, and security of Aitutaki offices.		
Other Pa Enuā offices	Light: Where necessary, assist with information, advice, and support.		
All Ministry staff	Medium: Assists in providing information, logistical support and the facilitation of Ministry services. Cultivates 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"> National Certificate Level 4. 	<ul style="list-style-type: none"> Post-graduate qualifications in law, information systems, or business management.

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)
1 – 2 years of work experience in legal, compliance, clerical, office management, or similar role.	3 – 5 years of work experience in legal, compliance, clerical, office management, or similar role.

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	<ul style="list-style-type: none"> • 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.
Advanced	<ul style="list-style-type: none"> • Understands the workings of government, including island councils. • Ability to negotiate and solve problems quickly. • Developed written and oral communication skills, preferably in both English and Maori. • Models high level of accuracy, professionalism, and dedication to high performance and ethical behaviour. • 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.
Working	<ul style="list-style-type: none"> • Familiarity with legislation enabling all services provided through the Ministry of Justice, including land, criminal, civil, and registry services. • Knowledge of processes and procedures relating to administration of land and titles registry, and survey. • Knowledge of current Aitutaki officiating ministers and marriage celebrants. • Knowledge of Ministry of Justice prescribed fees, and court processes involving payments to and from the Ministry. • Knowledge of Microsoft Office suite (Word, Excel, Powerpoint, Outlook), 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 case management software, record management, online platforms facilitating registry services, and online payment processes. • Proven ability in collating factual information and producing reports. • Ability to think on one's feet and has a sound sense of judgement. • Ability to handle confidential and sensitive information. • Recognises the boundaries between politics, governance and management and acts accordingly. • Knowledge of the Cook Islands culture, language, protocol and history for engagement, including safe appropriate communication. • Knowledge of banking services and processes of Cook Islands licensed domestic banks and international payment methods.
Awareness	<ul style="list-style-type: none"> • Knowledge of the Justices of the Peace Act 2017, Marriage Act 1973, Births & Deaths Registration Act 1973, Companies Act 2017, Incorporated Societies Act 1994, Incorporated Societies Amendment Act 2017, Family Protection and

	<p>Support Act 2017, and Electoral Act 2004, and related amendments and regulations.</p> <ul style="list-style-type: none"> • Knowledge of tribal titles in Aitutaki and the role of the House of Ariki. • Knowledge of bench book and manuals relevant to court operation. • Knowledge of MFEM, PERCA, and PSC legislation, regulations, and policies. • Knowledge of Ministry of Health policies and practices relating to registration of births and deaths. • Knowledge of Coroners duties relating to registration of deaths. • Understands and exemplifies Ministry and public service values. • Applies understanding of the unique and special nature of the Cook Islands to decisions and actions.
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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