



**Tango Tutara O Te Ture  
(Ministry of Justice)  
GOVERNMENT OF THE COOK ISLANDS  
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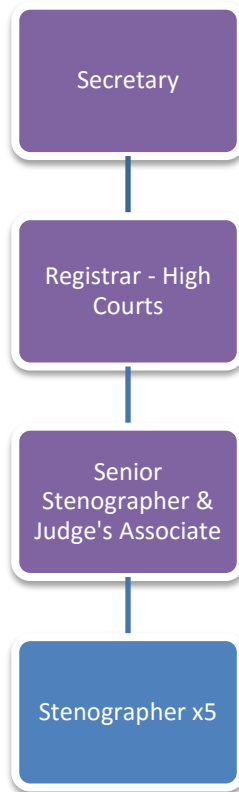
**POSITION SUMMARY**

<b>Job Title:</b>	Stenographer
<b>Division:</b>	High Courts
<b>Responsible To:</b>	Senior Stenographer & Judge's Associate
<b>Responsible For:</b>	None
<b>Job Purpose:</b>	<p>The role of the Stenographer is to deliver transcription and Judicial secretarial services for the High Courts within the Cook Islands legal framework and Ministry of Justice systems, polices, processes, and procedures. This is a senior technical role requiring specialized skills and knowledge in stenography, legal and court processes, records management, compliance, and information systems, while ensuring accuracy, timely reporting, and efficient and effective administration.</p> <p>Stenographers serve a crucial function in ensuring accurate transcriptions and records of court hearings are available. Accurate records of court hearings are essential to appellate processes and contributing to the processing and finality of Court orders.</p> <p>The position must work at a high level of competence and integrity in audio transcription of legal proceedings in compliance with stenography principles and technical requirements to deliver the provision of Ministry court related services to the public in an environment moving towards greater use of available technology.</p>
<b>Job Classification:</b>	Function: Technical and Service delivery Job band: F Jobwise Code: T3 – First Level Specialist
<b>Date updated:</b>	May 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><b>1. Transcription and Secretarial Services</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Using available technology, efficiently and effectively manage stenography records to ensure court records are organized, updated, preserved, digitized, and compliant with legislation, regulations, and Ministry policies and procedures.</li> <li>• Attend to and provide secretarial services and logistical support to Judiciary members (Judges and Justices) when required.</li> <li>• Maintain Judges Chambers.</li> <li>• Type and edict court decisions, judgments and minutes.</li> <li>• Complete all transcripts and notes of evidence for all court hearings.</li> <li>• Efficiently and effectively manage requests for court transcriptions until completed and ensure compliance with legislation, regulation, procedures and practice, and monitoring outcomes, status, and progression of such requests.</li> <li>• Monitor, manage and update relevant information systems and ensure data entered are verified and accurate, maintained and secure.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate and timely advice and information is provided.</li> <li>• Stenography records are complete, have no errors, and all applicable documents are digitized and no backlog.</li> <li>• Secretarial services and logistical support to Judiciary members is provided in a timely and professional manner.</li> <li>• Judges Chambers is clean, tidy, appropriately provisioned at all times.</li> <li>• Court decisions, judgements, and minutes are typed as directed by the Judge or Justice.</li> <li>• All Court Transcripts and Notes of evidence are accurately and correctly transcribed and completed in accordance with applicable standards and time frames, and in a timely and satisfactory manner.</li> </ul>

	<ul style="list-style-type: none"> <li>• Requests for court transcripts are appropriately managed and monitored.</li> <li>• Information systems data are accurate and kept up to date.</li> </ul>
<p><b>2. Records Management</b></p> <ul style="list-style-type: none"> <li>• Manage all court transcripts and notes of evidence to that they are timely and accurately produced, checked for compliance, and securely stored in a digital format.</li> <li>• Audio records of court hearings are digitized, preserved, transcribed and maintained according to Ministry policies and procedures.</li> <li>• Digital records are organized, internally accessible and searchable, and configured for public access in accordance with Ministry policy, procedures and set parameters.</li> <li>• Assists in formulating policy and procedure relating to transcription and court records and related processes, procedures, and protocol, in consultation with Secretary and Registrar – High Courts.</li> <li>• Undertake faxing, photocopying, scanning, printing, laminating, binding, filing, distribution and dissemination as required.</li> <li>• Coordinate with IT staff to ensure digital backups of division files and records are being done and are maintained.</li> <li>• Prior to court hearings, ensure audio recording systems are calibrated, checked, and operational.</li> <li>• Ministry records and information systems are accurately and timely updated after court hearings to reflect the status and stenography records related to cases heard.</li> <li>• Coordinate with appropriate persons so that record storage and courtroom areas are kept clean, healthy, tidy, safe, secure, organized and clear of clutter, within Ministry policy and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• All court transcripts and notes of evidence are completed in a timely, accurate, and satisfactory manner.</li> <li>• Audio records are organized, cared for, digitized, and properly stored.</li> <li>• 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.</li> <li>• Policies and procedures relating to records management are properly implemented.</li> <li>• Tasks are completed within set parameters.</li> <li>• Digital records are actively being backed up, and backups are maintained.</li> <li>• Any backlog in records management is timely reported to senior management and properly dealt with, and any indexing completed.</li> <li>• Courtroom and audio equipment are prepared prior to court.</li> <li>• Stenography records are maintained and timely updated relating to cases heard so as to manage work.</li> <li>• Record storage and courtroom areas are tidy, secure, and regularly cleaned in a manner to maximize efficiency and effectiveness of court and tribunal hearings, and coordinated with the</li> </ul>

	Janitor or HR & Asset Manager.
<p><b>3. High Courts Division and Pa Enea</b></p> <ul style="list-style-type: none"> <li>• Assist with and resolves general queries relating to services provided by the High Courts division, and facilitate accurate and timely responses.</li> <li>• Assists with formulating, coordinating, and fulfilling divisional tasks and processes as needed within legislation, regulation, and policy.</li> <li>• Inform and consult with Secretary, HR &amp; Asset Manager, and relevant senior manager in relation to any management issue.</li> <li>• Support the Secretary and senior management in resolving conflicts related to work related issues.</li> <li>• Under the direction of the Registrar – High Courts, support the management of stenography staff in the High Courts division in accordance with Ministry plans and policies, applicable PSC policies, and approved performance management plans and agreements.</li> <li>• Implement the Ministry performance management plan, training and development plan, business plan, strategic plan, disaster risk management plan, and communications plan.</li> <li>• Take on responsibilities of stenography staff in their absence or vacancy where required.</li> </ul>	<ul style="list-style-type: none"> <li>• General enquiries relating to the High Courts division are resolved.</li> <li>• Tasks are timely completed within set parameters.</li> <li>• Secretary, HR &amp; Asset Manager, and relevant senior management are provided with accurate and relevant information and management support to resolve work related issues.</li> <li>• All High Courts stenography staff are aware of applicable PSC and Ministry policies.</li> <li>• All High Courts staff have current performance management agreements.</li> <li>• Stenography related duties are met and managed during staff absence or vacancy, and High Courts division is supported.</li> </ul>
<p><b>4. Reporting and Compliance</b></p> <ul style="list-style-type: none"> <li>• Review and verify submitted transcript requests for compliance with Ministry requirements and processes.</li> <li>• Compile and submit regular accurate reports on stenography work, including number and type of new sessions to be transcribed, the number and type of transcriptions completed, and the number and type of transcriptions to be completed, and related any related revenue, and any other relevant information.</li> <li>• Assist in the development and implementation of appropriate policies and procedures relating to stenography, and ensure compliance with legislation and regulations.</li> <li>• Appropriately alert relevant senior management to discrepancies, errors, and concerns, and assists in resolving.</li> <li>• Provide reports to Secretary and senior management regularly and as requested.</li> <li>• Collect daily information and statistical data for periodic reports and ministry use.</li> </ul>	<ul style="list-style-type: none"> <li>• Documents are timely reviewed to determine compliance and actioned in accordance with policies and procedures.</li> <li>• Reports are accurate, timely, and submitted at least monthly, and within set parameters.</li> <li>• Appropriate policies and procedures are in place, regularly updated, and complied with.</li> <li>• Timely reporting of discrepancies, errors, and concerns.</li> <li>• Requested reports are accurate and timely provided.</li> <li>• Statistical data is collected, accurate, complete, and collated for reports.</li> </ul>
<p><b>5. Customer Service and Risk Management</b></p> <ul style="list-style-type: none"> <li>• Where necessary, safeguard against health, safety, and security risks and hazards to the public, and mitigate and report all incidents.</li> </ul>	<ul style="list-style-type: none"> <li>• All incidents relating to health, safety, and security are resolved, documented, and reported</li> </ul>

<ul style="list-style-type: none"> <li>• Efficiently and effectively manages, responds to, and resolves Court staff enquiries, relating to external requests for transcripts and monitors their outcomes.</li> <li>• Ensure Ministry data and information, including any customer and financial information, are kept secure.</li> <li>• Provide timely advice to senior management regarding matters that may impact the operation of Ministry services.</li> <li>• Assist in the organizing, coordination, and logistical support of all Ministry led and staff related events and activities.</li> <li>• Support the implementation of Ministry Plans, policies, and procedures endorsed by the Secretary.</li> <li>• Where appropriate, educate and inform Court Staff of services and processes, and facilitate appropriate access to information.</li> </ul>	<p>to the Secretary and relevant senior management.</p> <ul style="list-style-type: none"> <li>• Enquiries are professionally and timely managed until completion and documented.</li> <li>• Timely respond to enquiries (including phone and email) within set parameters.</li> <li>• No breaches in data and information security.</li> <li>• Advice to senior management is accurate, timely, and appropriately communicated.</li> <li>• Ministry led and staff related events and activities are timely organized within set parameters.</li> <li>• Ministry plans, policies, and procedures are supported, and a performance management agreement is in place.</li> <li>• Court transcripts are provided within established parameters.</li> <li>• Performance management agreement targets are met.</li> </ul>
<p><b>6. Systems Development</b></p> <ul style="list-style-type: none"> <li>• Assist in the development, implementation, and improvement of IT systems that improve efficiency, effectiveness, reporting, management and accessibility to Ministry services (e.g. case management system) related to the High Courts division.</li> <li>• Assist in community outreach programs, initiatives, and events relating to High Courts division.</li> <li>• Undertake any project or task assigned that is reasonably expected to support the Ministry.</li> </ul>	<ul style="list-style-type: none"> <li>• IT solutions are identified, and implemented where approved by the Secretary and where resources are available.</li> <li>• Community outreach programs, initiatives, and events are appropriately supported.</li> <li>• Projects and tasks are completed within agreed parameters.</li> </ul>

## WORK COMPLEXITY

<p><i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i></p>	
1	<p>Time Management: Efficiently and effectively prioritizing and multitasking in order to ensure court hearing transcripts are timely completed and available for Judges, lawyers, and the public, particularly when there are back to back courts scheduled.</p>
2	<p>Accurately transcribing audio recordings in English and Maori within the limitations of audio recording equipment and software.</p>
3	<p>Assisting with logistical support and secretarial services for Judiciary members and their families during Appellate Court (requiring a three judge panel) and when there are back to back courts scheduled.</p>

## AUTHORITY

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

<b>Financial</b>	None
<b>Staff</b>	None
<b>Contractual</b>	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	<b>Light:</b> Providing advice on any activities that may impact on the operations of the High Courts division during the absence of the senior management in the division.	Service Providers	<b>Minimal:</b> System support.
Senior Stenographer & Judge's Associate, Registrar – High Courts, Stenographer(s)	<b>Heavy:</b> Coordinates tasks, projects, stenography scheduling, and Judicial support, prepares and delivers reports, and seeks advice on complex issues. Where necessary, assumes responsibilities of Senior Stenographer & Judge's Associate in his/her absence.	General public	<b>Routine:</b> Facilitates response and provision of transcription records in coordination with court staff.
Court and IT staff	<b>Heavy:</b> Coordinates implementation, maintenance, calibration, and operation of Court audio equipment and software to ensure proper recording and timely production and availability of court hearing transcripts.		
Judges and Justices of the Peace	<b>Heavy:</b> Provide information and logistical support requested by Judiciary.		
Corporate Services staff	<b>Medium:</b> Provides and obtains information and support		

Janitor	relating to finance, IT, and HR matters.  <b>Medium:</b> Assists in the proper cleaning, maintenance, and security of Judge's chambers and related judicial and stenography areas.		
Pa Enea offices	<b>Light/Medium:</b> Where relevant, provides information, advice, support, and training to Pa Enea staff related to stenography.		
All Ministry staff	<b>Medium:</b> Provides information and assists with logistical support and the facilitation of Ministry services. Promotes 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"> <li>A bachelor's degree, preferably in stenography.</li> </ul>	<ul style="list-style-type: none"> <li>Post-graduate qualifications in law, criminal justice, information systems, political science, pacific island studies, conflict resolution, or management.</li> </ul>

## 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)
3 – 4 years of work experience in legal, criminal justice, compliance, clerical, office management, stenography, or similar role.	5 – 6 years of work experience in legal, criminal justice, compliance, clerical, office management, stenography, or similar role

## KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
<b>Expert</b>	<ul style="list-style-type: none"> <li>Understands Ministry of Justice policies and procedures, role and functions, and committed to public service.</li> <li>Excellent attention to detail and customer service.</li> <li>Takes ownership and acknowledges important outcomes of decisions.</li> <li>Highly developed written and oral communication skills, preferably both English and Maori.</li> <li>Skill in transcribing.</li> </ul>

	<ul style="list-style-type: none"> <li>Models high level of accuracy, professionalism, and dedication to high performance and ethical behaviour.</li> </ul>
<b>Advanced</b>	<ul style="list-style-type: none"> <li>Ability to work in harmony with conflicting perspectives and diverse activities in a large organization.</li> <li>Ability to prioritize and multitask, and work both independently and cooperatively.</li> <li>Communicates with clarity and vision, actively listens to others and responds with respect.</li> <li>Knowledge of the Cook Islands culture, language, protocol and history for engagement, including safe appropriate communication.</li> </ul>
<b>Working</b>	<ul style="list-style-type: none"> <li>Familiarity with legislation enabling all services provided through the Ministry of Justice.</li> <li>Knowledge of stenography software (e.g. FTR).</li> <li>Knowledge of Cook Islands court protocol, processes, and procedures.</li> <li>Knowledge of Microsoft Office suite (Word, Excel, Powerpoint).</li> <li>Knowledge of Microsoft Windows operating system interface and basic IT troubleshooting.</li> <li>Average computer typing speed of at least 36 words per minute.</li> <li>Ability to think on one's feet and has a sound sense of judgement.</li> <li>Ability to handle confidential and sensitive information.</li> <li>Recognises the boundaries between politics, governance and management and acts accordingly.</li> <li>Adapts and responds flexibly to changing circumstances.</li> </ul>
<b>Awareness</b>	<ul style="list-style-type: none"> <li>Understands and exemplifies Ministry and public service values.</li> <li>Applies understanding of the unique and special nature of the Cook Islands to decisions and actions.</li> </ul>

## 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