



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

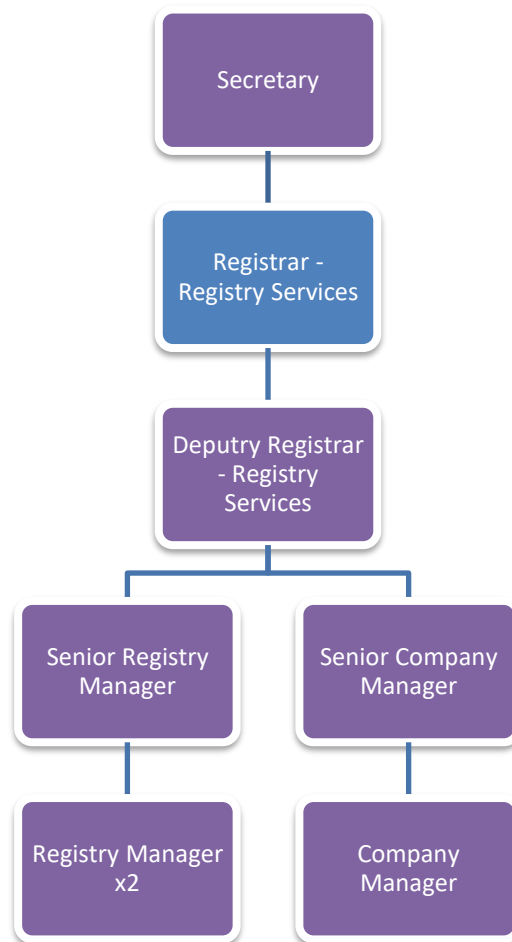
POSITION SUMMARY

Job Title:	Registrar – Registry Services
Division:	Registry Services
Responsible To:	Secretary
Responsible For:	Six
Job Purpose:	<p>The role of the Registrar – Registry Services is to oversee the management and administrative compliance of birth, death, marriage, company, incorporated society, personal property security, and electoral roll matters within the Cook Islands legal framework and Ministry of Justice systems, policies, processes, and procedures. This is a function manager role requiring significant expertise and experience with specialized skills and knowledge in legislation and regulations governing births, deaths, and marriage registrations, marriage licensing, electoral law, company law, incorporated societies law, personal property securities law, policy development and implementation, management, legal and court 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 the leading expert on registry services matters across government and provides key services that maintains the integrity of corporate and vital statistics records, systems, and legal processes that directly impact familial and business relationships in Cook Islands society. As a 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 Ministry registry services to the public in an environment moving towards greater use of available technology.</p>
Job Classification:	Function: Leadership, Technical and Service delivery Job band: K Jobwise Code: L8 – Function 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)
1. Policy Development and Advice <ul style="list-style-type: none"> Lead in development and implementation of policies, procedures, and manuals for Ministry of Justice relating to Registry Services 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. Oversee the provision of advice and information to government Ministries and Agencies, and the Pa Enuā, in relation to Registry Services matters. Formulate, prepare and provide affidavits, evidence, and expert opinion and testimony when required by Court. 	<ul style="list-style-type: none"> Policies and procedures relating to Registry Services 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 is accurate and timely within agreed parameters. When required, accurate expert information is provided to the Courts. Appropriate fees are collected, receipted,

<ul style="list-style-type: none"> • Develop and implement, and review and update when necessary, Registry Services related policies and procedures to verify prescribed fees are paid and receipted, recorded, and trading revenue is collated and timely reported, in consultation with the Finance Manager. • Formulate policy and procedure relating to physical and digital records management of survey information, in consultation with Secretary. 	<p>recorded, and reported within established policies and procedures.</p> <ul style="list-style-type: none"> • Policies and procedures relating to records management are properly developed, implemented, and maintained.
<p>2. Registry Services Management and Operations</p> <ul style="list-style-type: none"> • Efficiently and effectively oversee the management, review, regulation and monitoring of Registry Services matters, including document filing, registration, application and related court, division, and online platform processes relating to companies, incorporated societies, personal property securities, births, deaths, marriages and divorces, adoptions, changes in name, and relevant electoral matters. • Retrieve and prepare Registry Services records for public enquiries and court hearings (including High Court, Court of Appeal, Privy Council, Tribunals and Boards). • Oversee the monitoring and management of the striking off process for companies and incorporated societies. • Monitor, manage and update relevant information systems and ensure data entered are verified and accurate, maintained and secure. • Oversee the management of Registry Services online platforms for compliance with applicable legislations and regulations, and negotiates the resolution of any system or data issues. • Oversee and verify the execution of applicable Court orders relating to Registry Services and the proper updating of the Registry Services records for data integrity. • Oversee the issuance of required advertisements and notices, including reminder notices to applicants, lawyers, and agents, within legislative requirements, policy, procedures, and best practices. • Provides Registrar services within Registry Services division, and deputy registrar services to the High Courts and Land Administration divisions, in accordance with applicable legislation, regulations, policies and procedures, including the certifying, signing, sealing, and witnessing of documents. • Manages and mentors Registry Services staff in accordance with Ministry plans and policies, applicable PSC policies, and approved performance management plans and agreements. 	<ul style="list-style-type: none"> • Registry Services 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. • Registry Services records are properly prepared to facilitate court hearings and public enquiries within agreed parameters. • Information systems data are accurate and kept up to date. • Companies and incorporated societies soon to be struck off is monitored, and efforts made to mitigate. • Online platforms have data integrity and free from errors. • Registry Services records are accurately and timely updated to reflect Court orders received. • 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>3. Records Management</p> <ul style="list-style-type: none"> • Using available technology, efficiently and effectively oversee the management of Registry Services records so records are organized, complete, updated, preserved, digitized, and compliant with legislation, regulations, and Ministry policies and procedures. • Oversee 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. • Oversee digital backup processes of Registry Services 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. 	<ul style="list-style-type: none"> • Registry Services 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.
<p>4. Registry Services Division and Pa Enu</p> <ul style="list-style-type: none"> • Formulates, coordinates, and fulfils divisional tasks and processes within legislation, regulation, policies and procedures. • Provides regular training of Registry Services staff, and relevant outer island and other persons on matters relating to Registry Services. • Provide support, advice, and directions to, and exchanges information from, Pa Enu staff on matters relating to Registry Services. • 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 Registry Services staff in their absence or vacancy where necessary. 	<ul style="list-style-type: none"> • Tasks are timely completed within set parameters. • Regular training is scheduled and 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. • Secretary and HR & Asset Manager are provided with accurate and relevant information and management support to resolve work related issues. • All Registry Services staff have current performance management agreements.

	<ul style="list-style-type: none"> Registry Services related duties are met and managed during staff absence or vacancy.
<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 Registry Services activities, including the number of new registrations, renewals, struck off, soon to be struck off, charges registered and satisfied, registration of births, deaths, and marriages, issuance of marriage licenses, divorces, adoptions, and changes of name, and any related revenue and information. Appropriately alert Secretary, and relevant Ministry management and staff to discrepancies, errors, and concerns, and actively resolve. Provide reports to Secretary regularly and as requested. Collect daily information and statistical data for periodic reports and ministry use. Ensure financial expenditure of Registry Services division is within Ministry budget. Manage workspace of Registry Services staff to ensure health, safety, and security, and appropriate use of equipment and supplies. Design, develop, implement, and maintain 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 Registry Services are complied with. No reasonable health, safety, and security issues and staff are properly resourced. Registry Services 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 registry of births, deaths, and marriages, issuance of marriage licenses, divorces, adoptions, changes of name, relevant electoral matters, companies, incorporated societies, personal property securities, and any other relevant matters. Verifies Ministry data and information, including customer and financial information, are kept secure. Oversees the management and maintenance of Registry Services 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. 	<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. Registry Services 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.

<ul style="list-style-type: none"> • Seeks to strengthen relationships with government ministries and agencies and stakeholders. • Arbitrates disputes relevant to Registry Services within Ministry policies and procedures. 	<ul style="list-style-type: none"> • Performance management agreement targets are met. • Ministry relationships with Registry Services stakeholders are strengthened. • Arbitrated disputes are resolved.
<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; online accessibility to land information) related to the Registry Services division. • Lead in the creation, ongoing review and updating, of legislation and regulations governing registry services. • Develop, implement, and maintain a system, with appropriate policies and procedures that facilitates the compilation of a list of officiating ministers and marriage celebrants for regular publication in accordance with relevant legislation and regulation. • Develop, implement, and maintain a records management system that is consistent with legislative and regulatory requirements, and best practices, and facilitates quick and easy reporting and appropriate access. • Develop and implement accountability mechanisms to control, track, regulate and monitor access to registry services information. • Lead in community outreach programs, initiatives, and events relating to Registry Services division. • Undertake feasibility studies at the direction of the Secretary and report on the viability of proposed initiatives. • Undertake any project or task assigned by the Secretary 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. • Key Registry Services 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 list of officiating ministers and marriage celebrants. • Management system of registry services records meets requirements and best practices. • Accountability mechanisms are in place, monitor information access. • 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

Indicate most challenging problem solving duties typically undertaken (3-4 examples):

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 with legal requirements and
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	relevant court orders, records are properly managed, customers are effectively educated on legal requirements, reports are timely submitted, and complex issues are progressed to resolution.
2	Managing and resolving customer concerns over their non-compliance with legal requirements impacting on the legal status of their company or incorporated society and access to any underlying assets, or on their legal status relating to their family relationships.
3	Troubleshooting and resolving urgent accessibility issues to online registry platforms and liaising with Ministry IT Technicians, ICT, Bluesky, and international service providers.
4	Assisting government Ministries and Agencies in their investigative functions by retrieving old records, some of which may be incomplete due to fire damage to the old courthouse.
5	Negotiating the correction of records using Ministry records, processes and procedures, consistent with applicable legislation and regulation.
6	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	Six
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	Heavy: Providing advice and reports. Developing budget and Ministry plans, policies, and procedures. Leads on registry services related matters.	Service Providers	Medium: System support, maintenance, and ongoing development input for online platform(s).
Registrar – Land Administration, Registrar – High Courts, Chief Surveyor	Heavy: Assists in coordinating Ministry tasks, projects, reports, and provides expert advice on complex issues relating to registry services.	Lawyers and Land agents	Routine: Formulates expert opinions and exchanges information to facilitate appropriate responses to enquiries and compliance with court orders, legislation and regulations.
Registry Services staff	Heavy: Oversees coordination of tasks, projects, service counter administration, providing reports, issuing certificates and endorsements, providing court evidence, management of registry records and online	MFEM, Tax Authority, Statistics Office, BTIB, Internal Affairs, FIU, Police, Ministry of Health, Hospital	Routine: Advocates and builds relationships to facilitate the provision of information and advice to facilitate other Ministries and Agencies functions and services (e.g. assists in negotiating terms of MOU).

	platforms, execution of court orders, monitors performance, and provides expert advice on complex issues. Where necessary, assumes responsibilities of registry services staff in their absence.	Parliament	Routine: Fulfil statutory gazetting requirements.
		Other Government Ministries and Agencies	Medium: Mediates government and relevant government facilitated enquiries.
Court and Land Court staff	Medium: Oversees the provision of information requested by court, executes relevant court orders, provides court evidence and expert evidence, assists in negotiating correction of records and resolution of land related complaints, and coordinates relevant enquiries.	Officiating Ministers, Marriage Celebrants, and wedding planners	Routine: Approves appointments, lists, licensing and registration within legislative requirements, and establishes policies and procedures, in consultation with the Secretary, and manages responses to enquiries.
Judges and Justices of the Peace	Medium: Provide information requested by court, executes relevant court orders, and provides logistical support when required.	Chief Electoral Officer	Routine: Coordinates the updating of the electoral roll and assists in administration of electoral matters and appropriately responding to enquiries.
Corporate Services staff	Heavy: Provides and obtains information and support relating to finance, IT, and HR matters.	Banks	Routine: Facilitates personal property securities registrations, transfers, satisfactions, and any related enquiries and support.
Janitor	Medium: Assists in the proper cleaning, maintenance, and security of record storage areas.	Media	Medium: Approves framework facilitating notices and advertisements, within Ministry policy, and approves registry services related publications.
Pa Enea offices	Medium/Heavy: Provides information, advice, support, and training to Pa Enea staff related to registry services.	General public	Routine: Manages and responds to enquiries, implements policy and procedure relating to research of registry services records, provides advice and training, arbitrates disputes, organizes community outreach, ensures payment of prescribed fees, and facilitates OIA requests.
All Ministry staff	Medium: Provides information and registrar/deputy registrar services, and assists with logistical support and the facilitation of Ministry services. Advocates 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, business or information systems management. 	<ul style="list-style-type: none"> Post-graduate qualifications in law, business or information systems 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)
12 – 13 years of work experience in legal, law and order, business management, information systems management or similar role, 5 of which involves supervision of other staff engaged in surveying or engineering roles.	14 – 15 years of work experience in legal, law and order, business management, information systems management or similar role, 7 of which involves supervision of other staff engaged in surveying or engineering roles.

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. Ability to negotiate and solve problems quickly. Knowledge of conflict resolution, and issues that impact land and vulnerable records. Highly developed written and oral communication skills, preferably both English and Maori. Knowledge of court processes and procedures relating to registry services matters. Knowledge of policy and guideline development and implementation, and the workings of government. 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.

	<ul style="list-style-type: none"> Models high level of accuracy, professionalism, and dedication to high performance and ethical behaviour.
Advanced	<ul style="list-style-type: none"> Knowledge of Coroners Act 1979-80 relating to registration of deaths. Knowledge of regional conventions relating to changing of legal names. 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. 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. Knowledge of the Cook Islands culture, language, protocol and history for engagement, including safe appropriate communication.
Working	<ul style="list-style-type: none"> Knowledge of legislation, regulations, obligations, processes and procedures relating to Cook Islands land ownership, land registry of titles, land trust, and criminal, civil, and land court. Knowledge of tribal titles in the Cook Islands and the House of Ariki. Knowledge of Land Agents Registration Act 2009, Law Practitioners Act 1993-94, Official Information Act 2008, and any related amendments, legislation, and regulations. Knowledge of law relating to criminal, civil, and land court matters, including the Cook Islands Act 1915 relating to court orders, land and adoptions (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, Unit Titles Act 2005, Land (Facilitation of Dealings) Act 1970, Leases Restrictions Act 1976, Evidence Act 1968, 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. Ability to handle confidential and sensitive information.

	<ul style="list-style-type: none"> • Understanding of AML/KYC standards and trustee fiduciary responsibilities. • Recognises the boundaries between politics, governance and management and acts accordingly.
Awareness	<ul style="list-style-type: none"> • Knowledge of Unclaimed Moneys Act 1970, House of Arikis Act 1966, Aitutaki Motus Prohibition of Leases Act 1970, Rarotonga Motus Prohibition of Leases Act 1981-82, Crown Law Office Act 1980, 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, Police Act 1981, Legal Aid Act 2004, Declaratory Judgements Act 1994, Harassment Act 2017, Defamation Act 1993, and any related amendments, legislation, and regulations. • Knowledge of banking services and processes of Cook Islands licensed domestic banks and international payment methods. • 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