



**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 – Pa Enea (Mangaia)
Division:	High Courts
Responsible To:	Registrar – High Courts
Responsible For:	None
Job Purpose:	<p>The role of the Deputy Registrar – Pa Enea (Mangaia) is to manage the Ministry of Justice office in Mangaia and facilitate the provision of Ministry of Justice services to members of the Pa Enea within the Cook Islands legal framework and Ministry of Justice systems, policies, processes, and procedures. This is a technical role requiring specialized skills and knowledge in legislation and regulations governing births, deaths, and marriage registrations, marriage licensing, electoral law, company and incorporation formation and filing processes, land and tribal titles research and court filing procedures, 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 is the key contact point for the Cook Islands community in Mangaia relating to Ministry matters, and is expected to work closely with the High Courts, Land Administration, and Registry Services division to facilitate the management of such matters remotely.</p> <p>The position must work at an appropriate level of competence in legal and compliance principles and technical requirements to deliver the provision 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: F Jobwise Code: T3 – First Level Specialist
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. Mangaia Office Management and Ministry Services</p> <ul style="list-style-type: none"> Assist in the provision of advice and input into the development, implementation, and updating of policies, procedures, and manuals relating to Ministry services available in Mangaia. 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. Using available technology, efficiently and effectively manage and facilitate the provision of Ministry services in Mangaia in consultation with the Secretary, Registrar – High Courts, Registrar – Land Administration, and Registrar – Registry Services, 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. 	<ul style="list-style-type: none"> Ministry policies and procedures are updated and consistent with legislative and regulatory requirements, and best practices. 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

<ul style="list-style-type: none"> • Monitor, and provide Rarotonga office with accurate information to assist in updating Marriage Celebrant and Officiating Minister lists. • Coordinate the issuance of required advertisements, notices and certificates relevant to Mangaia within legislative requirements, policy, procedures, and best practices. • Provides Deputy Registrar services in consultation with the Registrar – High Courts, Registrar – Land Administration, Registrar – Registry Services within relevant legislations, regulations, and Ministry policies and procedures. 	<p>Mangaia information and available.</p> <ul style="list-style-type: none"> • Appropriate advertisements, notices and certificates are provided. • Deputy Registrar services are available and competently provided within Ministry policies and procedures.
<p>2. Records and Courtroom Management</p> <ul style="list-style-type: none"> • Manage 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. • Regularly liaise with IT staff to ensure digital backups of files and records are being done and are maintained. • Ensure 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. • Prior to court hearings, organize the courtroom, calibrate and check audio recording system is operational, ensure appropriate courtroom security and access (e.g. public, media, police, etc.), and Judge(s) and Justice(s) of the Peace have accurate and complete information available relating to cases being heard. • Manage courtroom sessions to ensure court protocol and processes are adhered to, court applications are efficiently and effectively managed, requested translation services are available, audio recording equipment is functional, and Judges and Justices of the Peace are supported and secure before, during, and after court hearings. • Ministry records and information systems are accurately and timely updated after court hearings, tribunals, and board meetings to reflect the status and disposition of cases. • Assists in ensuring record storage and courtroom areas, and Mangaia office are 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 and audio equipment are prepared prior to court. • Members of the Judiciary are safeguarded when performing judicial functions. • Courtroom processes and protocols are followed and organized. • Translation services are available when requested within set parameters. • Mangaia 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.
3. Office Coordination and People Management <ul style="list-style-type: none"> • Manage Mangaia office staff in accordance with Ministry plans and policies, applicable PSC policies, and approved performance management plans and agreements. • In consultation with HR & Asset Manager and Secretary, implement 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 Mangaia. • Inform and consult with Secretary, HR & Asset Manager, and relevant senior manager in relation to any management issue. • Support the Secretary and senior management in resolving conflicts related to work related issues. • Take on responsibilities of supervised staff in their absence or vacancy where required. • Facilitate 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. • Ensure Mangaia 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 Enua and Rarotonga in accordance with relevant policies. 	<ul style="list-style-type: none"> • Supervised staff are aware of applicable policies. • Supervised 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. • 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 Mangaia 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 policies agreed parameters.
4. Reporting and Compliance <ul style="list-style-type: none"> • Review and verify submitted documents for compliance with legislative and regulatory 	<ul style="list-style-type: none"> • Documents are timely reviewed to determine

<p>requirements and processes, and when necessary in consultation with relevant division staff of Rarotonga office.</p> <ul style="list-style-type: none"> • Compile and submit regular accurate reports on Ministry services provided, including the number of and type of service provided, and any related revenue or relevant information. • Assist in the development and implementation of policies and procedures relevant to Mangaia, and ensure compliance with legislation and regulations. • Alert 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, including financial reports to the Finance Manager in accordance with policy and procedure. • Collect daily information and statistical data for periodic reports and ministry use. • Assist in maintaining an updated list of Mangaia based officiating ministers and marriage celebrants, and Justices of the Peace, along with their current contact information and status, and regularly reporting updates Rarotonga office senior management. • When required, assist in updating the electoral roll for Mangaia within relevant policies and procedures. • Comply with MFEM Act and policies, PERCA and PSC requirements and ensure revenue is properly and timely receipted, banked, recorded, and reported to Rarotonga Office. 	<p>compliance and actions in accordance with policies, procedures, and legislative requirements.</p> <ul style="list-style-type: none"> • Reports are accurate, timely, and submitted at least monthly, and within set parameters. • Appropriate policies and procedures are in place, regularly updated, and complied with. • 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. • The electoral roll is regularly updated and available for potential Jury selection. • 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"> • Efficiently and effectively manage and respond 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. 	<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

<ul style="list-style-type: none"> Report all grievances and attempts at resolution to the Registrar – High Courts or Secretary. 	<p>performance management agreement is in place.</p> <ul style="list-style-type: none"> Customer Satisfaction. Performance management agreement targets are met. All grievances and attempts at resolution are reported to the Registrar – High Courts or Secretary.
<p>6. Systems 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 registry platforms) related to Mangaia office services operations and connectivity with Rarotonga office. 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 or Registrar(s) 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

<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, court and registry applications are verified and compliant with legal requirements and timely processed, records are properly managed, customers are efficiently educated on legal requirements, reports are timely submitted, and activities coordinated with 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	Enforcing courtroom protocols and ensuring the safety of members of the Judiciary, Jury (where applicable), Ministry staff, and the public in court matters, in a manner consistent with applicable Ministry processes, procedures, legislation and regulations.
5	Enforcing Court orders and seeking collections of Court fines, fees, and Court ordered third party payments (e.g. reparation payments ordered by Court to victims) directly from persons with overdue payments in a small community with no official address system and a partially mobile population.

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 Mangaia.	Service Providers	Minimal: System support for online platform(s).
Registrar – High Courts, Registrar – Land Administration, Registrar – Registry Services	Light/Medium: Coordinates tasks, projects, and notices relating to Mangaia, prepares and delivers reports, issues certificates and endorsements, and seeks and provides advice on complex issues.	Lawyers and Land agents	Routine: Exchanges information to facilitate appropriate responses to enquiries and compliance with court orders, and the registration of instruments, deed documents, and mortgages. Facilitates security payments to the law trust.
Registry Services division staff	Medium: Exchanges information; facilitates registrations for births, deaths, marriages, divorces, and changes of name; facilitates issuing marriage licenses, personal property securities, company, and incorporated society filings, and supports the administration of elections. Seeks assistance with general queries, tasks, and support when needed.	Plaintiffs, defendants, Inmates, probationers	Routine: Facilitates court applications and document filing, enforces court warrants, summons, orders, decisions, and sentences, including reparation payments.
Land Administration division staff	Medium: Exchanges information; facilitates 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.	Ministry of Corrective Services, Police	Routine: Exchange of information to facilitate offender management systems and processes. Executes court warrants, summons, orders, decisions, and sentences, and facilitates court filing and reports.
		Government Ministries and Agencies	Minimal/Medium: Assist with government and government facilitated enquiries.
		Officiating Ministers, Marriage Celebrants, and wedding planners	Routine: Facilitates appointments, licensing and registration documents within legislative requirements, and established procedures,

High Courts division staff	Medium: Exchanges information; facilitates 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.	Chief Electoral Officer	and policy, assists in maintaining lists and responds to enquiries.
Judges and Justices of the Peace	Heavy: Provide information requested by Judiciary, executes relevant court orders, provides logistical support, and assists in ensuring court protocol, efficiency, order and security.	Banks	Minimal/Medium: Assists in administration and logistical support of electoral matters in Mangaia and appropriately responding to enquiries.
Coroner	Light: Exchanges information to facilitate registration of deaths.	Media	Medium: Ensures compliance with Ministry investment and banking policies and interfaces with banking institutions, and information sharing to facilitate payments and reporting.
Corporate Services staff	Medium: Provides and obtains information and support relating to finance, IT, and HR matters.	General public	Minimal: Advertises required notices.
Janitor	Medium: Implements regular cleaning, maintenance, and security of Mangaia offices.		Routine: Manages and facilitates enquiries and services in Mangaia related High Courts, Land Administration, and Registry Services processes and services provided by the Ministry. Provides advice on process, training, and community outreach, ensures payment of prescribed fees, and facilitates OIA requests and responds to general enquiries.
Other Pa Enea offices	Light: Where necessary, assist with information, advice, support, and when required operations and training.		
All Ministry staff	Medium: Provides information and assists with 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"> A bachelor's degree, preferably in law, information systems, or business management. 	<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)
3 – 4 years of work experience in legal, compliance, office management, or similar role.	4 – 5 years of work experience in legal, compliance, 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. Understands the workings of government, including island councils. Ability to negotiate and solve problems quickly. Highly developed written and oral communication skills in both English and Maori.
Advanced	<ul style="list-style-type: none"> 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"> Knowledge of law and processes relating to criminal and civil matters (e.g. the Cook Islands Act 1915 relating to court, 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, and any related amendments, legislation, and regulations). Knowledge of law and processes relating to birth, death, marriage, divorce, adoption, change of name, and election matters (e.g. Marriage Act 1973, Births & Deaths Registration Act 1973, Cook Islands Act 1915 (Adoption), Electoral Act 2004, and related amendments, legislation, and regulations). Knowledge of law and processes relating to companies, incorporated societies, and personal property securities (e.g. Companies Act 1970-71, Companies Act 2017, aspects of New Zealand Companies Act 1955, Incorporated Societies

	<p>Act 1994, Incorporated Societies Amendment Act 2017, Chattels Transfer Act 1924, Personal Property Securities Act 2017, and related amendments, legislation, and regulations).</p> <ul style="list-style-type: none"> • Knowledge of law and processes relating to land matters (e.g. the Cook Islands Act 1915 relating to court orders, land and adoptions (especially sections 389 and 492), Part IV of the Constitution, 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, Evidence Act 1968, and any related amendments, legislation, and regulations). • Knowledge of the Justices of the Peace Act 2017. • Knowledge of tribal titles in Mangaia and the role of the House of Ariki. • Knowledge of processes and procedures relating to administration of land and titles registry, and survey. • Knowledge of bench book and manuals relevant to court operation. • Knowledge of current Mangaia 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). • 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 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. • Knowledge of conflict resolution.
Awareness	<ul style="list-style-type: none"> • Knowledge of Law Practitioners Act 1993-94, Police Act 1981, Official Information Act 2008, Legal Aid Act 2004, Declaratory Judgements Act 1994, Harassment Act 2017, Defamation Act 1993, and any related amendments, legislation, and regulations. • 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.

	<ul style="list-style-type: none"> • Understands and exemplifies Ministry and public service values. • Knowledge of policy and guideline development and implementation. • 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