



Office of the Public Service Commissioner
GOVERNMENT OF THE COOK ISLANDS

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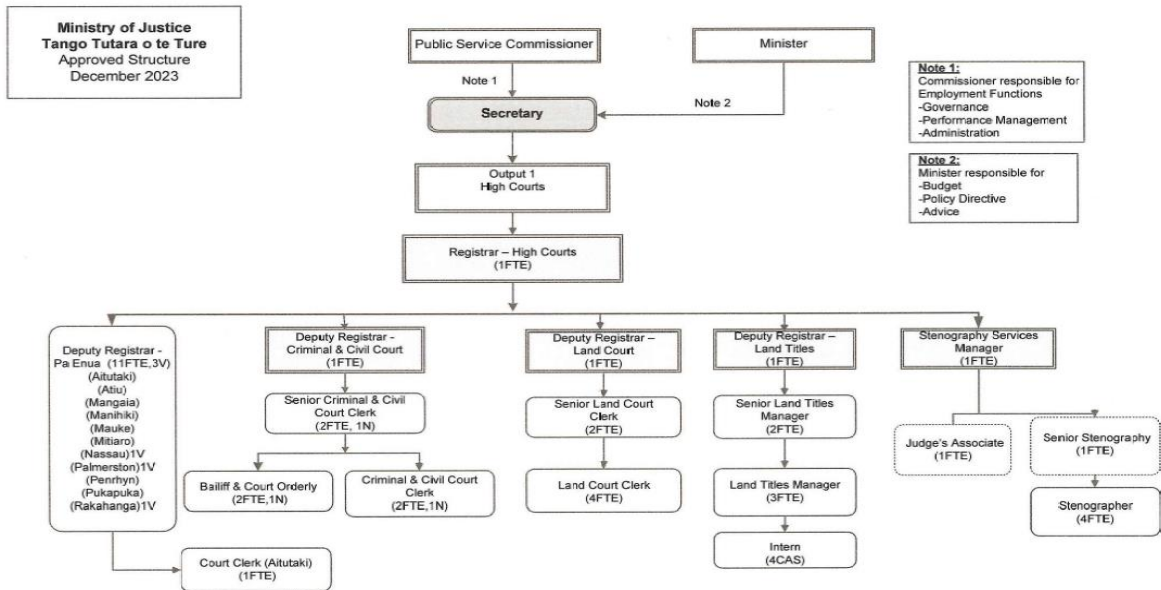
POSITION SUMMARY

Job Title:	Judges Associate
Division:	Stenography Services
Responsible To:	Stenography Services Manager
Responsible For:	None
Job Purpose:	The role of the Judge's Associate is to work directly with the Judge, providing high-level executive management and administrative support within the Cook Islands legal framework and Ministry of Justice systems, policies, processes and procedures, enabling the Judge to focus on his/her responsibilities for the orderly and efficient conduct of the business of the High Court in the Cook Islands. This position requires personal maturity, outstanding communication skills, the ability to demonstrate initiative and reliability; a high degree of competence, proficiency in time management, and integrity. Highly developed written and verbal communication skills, knowledge of English grammar, punctuation and spelling is a mandatory requirement for the role.
Job Classification:	Function: Technical Specialist Jobwise Code: T4 Job Band: G
Written:	Setember 2024

AGENCY VISION

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

ORGANISATIONAL STAFFING STRUCTURE




Mr. Carl Hunter
Public Service Commissioner

Date 8 December 2023

KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (<i>Maximum of 6</i>)	Key Performance Indicators (<i>Use SMART principles</i>)
KRA 1: Secretarial Services • Maintain Judge's Chambers/Judicial library; • Manage Judge's diary, email and correspondence; • Monitor the Judicial Roster and Judge's weekly diary and liaise with registry for the provision of files; • Manage Judge's casework, and preparation for court sittings; • Attend to and provide secretarial services and logistical support to Judiciary members (Judges and Justices) when required; • Transcribe and revise any transcripts as required, and prepare for the next day; • Type and edit court decisions, judgments, minutes, and correspondence; • Arrange delivery of the Judge's minutes/rulings/sentences/judgments to counsel via registry; • Liaise with court support personnel; • Follow up counsel, as requested by the Judge; • 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; • Monitor, manage and update relevant information systems and ensure data entered are verified and accurate, maintained and secure; • Other reasonable tasks required by the Judges	Jobholder is successful when: • Judge's Chamber is clean, tidy, and suitably provisioned at all times; • Judge's time and schedule is managed effectively and efficiently, allowing time to complete all tasks; • All necessary reading materials and files are on the Judge's desk one day before proceedings; • All necessary files and documents are arranged in order of proceedings, and books and stationary supplies are on the Judge's Bench at least one hour before proceedings; • Secretarial services and logistical support to Judiciary members is provided in a timely and professional manner. • Any transcripts transcribed are reviewed post-court sittings; • Court decisions, judgments, and minutes are typed as directed by the Judge or Justices. • Timely communication with court staff, members of the legal profession, and other parties on the Judge's behalf; • Transcripts are complete, accurate and all applicable documents digitised; • Requests for court transcripts are appropriately managed and monitored; • Information systems data are accurate and kept up to date.

KRA 2: Records Management • Keep a record of what is happening in the courtroom; • Ensure management and handling of court records are in line with approved processes and procedures; • Assist with managing all court transcripts and notes of evidence so that they are timely and accurately produced, checked for compliance and securely stored in a digital format; • Assist with transcribing, digitising, maintaining and preserving audio records of court hearings according to Ministry policies and procedures; • Assist with ensuring digital records are organised, internally accessible and searchable, and configured for public access in accordance with Ministry policy, procedures and set parameters; • Assist with developing and/or reviewing policy and procedures relating to transcription, court records and records management-related processes and procedures in consultation with the Secretary and Registrar-High Courts	• The court Order Sheet and Associate notebook recordings are up to date and accurate, and include counsel appearances, pleas, exhibits, orders, jury empanelment, adjournments and other important details; • All court transcripts and notes of evidence are completed in a timely, accurate, and satisfactory manner; • Audio records are organised, cared for, digitised, and properly stored; • Policies and procedures relating to records management are properly implemented; • Tasks are completed within set parameters; • Digital records are actively being backed up, and backups are maintained; • Records management meets requirements and best practices;
KRA 3. High Courts Division and Pa Enua • Assist with and resolves general queries relating to services provided by the High Courts division, and facilitate accurate and timely responses; • Assists with formulating, coordinating, and fulfilling divisional tasks and processes as needed within legislation, regulation, and policy; • Provides training of divisional staff, and other relevant persons on matters relating to work area related matters; • Inform, consult and support the Secretary, HR & Asset Manager, and relevant senior manager in relation to any employment 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 stenography staff in their absence or vacancy where required.	• General enquiries relating to the High Courts division are resolved. • Tasks are timely completed within set parameters; • Regular training is provided, and 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; • Keeps self up to date and informed of applicable policies and their performance is appropriately recognised; • Stenography Services related duties are met and managed during staff absence or vacancy, and High Courts division is supported.
KRA 4. Reporting and Compliance • Assist with reviewing and verifying submitted transcript requests for compliance with Ministry requirements and processes; • Assist in the development and implementation of appropriate policies and procedures relating to Judge's Associate and stenography	• Requested transcripts are accurate and comply with the Ministry's relevant and approved requirements and processes; • Appropriate policies and procedures are in place, regularly updated, and complied with.

functions, and ensure compliance with legislation and regulations; • Documents are timely reviewed to determine compliance and actioned in accordance with policies and procedures. • Appropriately alert relevant senior management to discrepancies, errors, and concerns, and assists in resolving. • Provide reports to Secretary and senior management regularly and as requested. • Collect daily information and statistical data for periodic reports and Ministry use. • Assist with transmitting Court decisions to organisations (e.g. Paclii, CILS) as approved by the Registrar-High Courts	• Documents are timely reviewed to determine compliance and actioned in accordance with policies and procedures. • Timely reporting of discrepancies, errors, and concerns. • Requested reports are accurate and timely provided. • Statistical data is collected, accurate, complete, and collated for reports. • Approved decisions are timely transmitted to appropriate organisations.
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KRA 5. Customer Service and Risk Management • Where necessary, safeguard against health, safety, and security risks and hazards to the public, and mitigate and report all incidents. • Efficiently and effectively manages, responds to, and resolves Court staff enquiries, relating to external requests for transcripts and monitors their outcomes. • Ensure Ministry data and information, including any 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 and activities. • Support the implementation of Ministry Plans, policies, and procedures endorsed by the Secretary. • Where appropriate, educate and inform Court Staff of services and processes, and facilitate appropriate access to information.	• All incidents relating to health, safety, and security are resolved, documented, and reported to the Secretary and relevant senior management. • Enquiries are professionally and timely managed until completion and 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 and activities are timely organised within set parameters. • Ministry plans, policies, and procedures are supported, and a performance management agreement is in place. • Court transcripts are provided within established parameters. • Performance management agreement targets are met.
KRA 6. Systems Development • 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. • Assist in community outreach programs, initiatives, and events relating to High Courts division. • Undertake any project or task assigned that is reasonably expected to support the Ministry.	• IT solutions are identified and implemented where approved by the Secretary and where resources are available. • Community outreach programs, initiatives, and events are appropriately supported. • 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 prioritising and multitasking 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.
2	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.
3	Knowing the Judge's preferences and styles. Ability to work in harmony with the different Judges.
4	Remaining Impartial and Maintaining Confidentiality at all times

AUTHORITY

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

Financial	Does not have budget authority.
Staff	Is not responsible for recruiting, managing performance or dismissing staff.
Contractual	Does not have the authority to draw up contracts with external/ internal contacts.

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts.

Internal	Nature of Contact	External	Nature of Contact
- Reporting Judges - Justices of the Peace - Court, and IT staff - Secretary of Justice - Registrar of the High Courts - Stenography Services Manager - Stenographers	Heavy: To act as a personal and confidential aide to the Judge, in and out of court Heavy: Provide information and logistical support requested by Judiciary Heavy: Liaison to ensure the effective and efficient running of the Judge's court. Ensuring the availability of facilities, staff, calibration, and operation of Court audio equipment and software to ensure proper recording and timely production and availability of court hearing transcripts. Medium: 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. Medium: Liaison to coordinate tasks in connection with the Judge's concerns and the effective and efficient running of the Judge's court. Medium: Liaison to coordinate tasks in connection with the Judge's concerns. Where necessary, assumes responsibilities of the Stenographers. Minimal: Liaison to coordinate tasks in connection with the Judge's concerns	- Legal Profession (Lawyers, Police, Corrective Services) - Service Providers	Heavy: Provide information and logistical support requested by Judiciary. Minimal: System support

QUALIFICATION

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)
A degree in any of the following disciplines: Law, Criminal Justice, Management, Pacific Island Studies, Political Science, Conflict Resolution, Information Systems	- Post-graduate qualifications in any of the following disciplines: Law, Criminal Justice, Information Systems, Political Science, Pacific Island Studies, Conflict Resolution, Management. 4+ years' experience working in a legal firm.

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)
- At least 7 - 8 years providing executive support within the court systems or a legal firm; - Typing speed of at least 60 wpm with a very high level of accuracy; - Highly developed written and verbal communication; - Use of For the Record (FTR) software, and advanced capability in Microsoft office packages.	9 – 10 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	
Expert	- Proven experience of working at an executive level; - Extensive experience providing executive support within the court systems or a legal firm; - Mature understanding and knowledge of working in a professional environment with proven ability to maintain a calm, professional and courteous manner at all times; - Use of FTR software; - Use of Microsoft Office packages; - Proven excellence in English grammar and comprehension as well as verbal communication; - Advanced level of proficiency in office procedures, business processes and database management; - Typing speed of at least 80 words per minute with a very high level of accuracy and presentation.

Advanced	• Strong work ethic and proven ability to multi-task, prioritise and react to issues under pressure; • Ability to adapt to differing work styles and change in the work place; • Experience in organising and co-ordinating activities at an executive level; • Experience in troubleshooting/problem solving; • Experience to take initiative and demonstrate a positive, proactive approach to work; • Ability to balance the needs of the reporting judge and maintain positive and effective collaborative working relationships within the court, the Ministry and with external stakeholders; • Ability to converse and speak confidently with persons in high office, and in professional and social settings, including ability to write clearly and correctly; • Use of FTR software; • Use of Microsoft Office packages; • Typing speed of at least 60 words per minute with a very high level of accuracy and presentation.
Working	• An interest in the administration of law; • Having an attitude and personality to work well with the Judge; • A willingness to accept that the obligations of the job must always take precedence over personal commitment and to work irregular and extended hours; • Use of FTR software; • Use of Microsoft Office packages; • Ability to anticipate problems, and make decisions that defuse or redirect conflict of issues; • Ability to work well under challenging circumstances and pressure; • Ability to work complimentary and seamlessly with the Judge; • Ability to work extended and/or irregular hours when required.
Awareness	• Understands and exemplifies Ministry and public service values. • Applies understanding of the unique and special nature of the Cook Islands to decisions and actions; • Willingness to play an active part in Ministry projects (attending meetings, testing applications, providing feedback, circulation of material) related to the role of an associate; • Use of FTR software; • Use of Microsoft Office packages; • Availability to work any reasonable time outside normal office hours, as required and negotiated with the reporting Judge to meet urgent requirements; • Willingness to monitor emails after hours, as and when required

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