



Position Description

Executive Officer, Tribunal of Sydney (NSW/ACT)

Reporting to:	Judicial Vicar (JV), Tribunal of Sydney (NSW/ACT) (Tribunal)
The Position:	<p>The primary purpose of the Executive Officer (EO) is to assist the JV in the administration of the operations of the Tribunal.</p> <p>To achieve this, the EO provides leadership and ensures the Tribunal operations align with its mission. The EO is also responsible for developing a Tribunal strategic plan, developing a Tribunal funding model, assisting with Tribunal finances, overseeing Tribunal business operations, coordinating personnel planning including working with the Catholic higher education sector in developing local pathways to qualifications in Canon Law, supporting human resources management, managing the implementation of a digital case management system, compliance and supporting the Tribunal Liaison Committee (TLC).</p> <p>The EO is to work effectively and collaboratively with the JV in serving the broader work of the Tribunal under the authority of the Bishops of NSW/ACT (Bishops NSW/ACT).</p>
Direct Reports	To be advised.
Responsibilities:	The EO is accountable to the JV for the following:
<i>Leadership:</i>	<ul style="list-style-type: none">• Influentially lead and promote a positive organisational culture that fosters and supports the mission of the Tribunal;• Work collaboratively with senior leaders and other stakeholders within the dioceses of NSW and the ACT;• Provide high level strategic advice, effective planning and sound management in the administration of the Tribunal including in the areas of mission, strategy, finances and funding models, localizing canon law education pathways, human resources, case management systems, compliance and committee support;• Support the pastoral and economic requirements of the Tribunal in the short, medium and longer term;• Foster and maintain positive and productive relationships with NSW/ACT Catholic dioceses, Eparches, the Catholic Church and the broader community, including parishes and other entities, businesses and government that have an interface with the Tribunal;• Develop and implement viable projects and services that are innovative and responsive to the needs of the Tribunal.
<i>TLC Support</i>	<ul style="list-style-type: none">• Provide secretarial support to the TLC including:<ul style="list-style-type: none">- Annual scheduling of TLC meetings;

- Assisting the JV in the preparation of agendas and reports for consideration at TLC meeting;
- Minute taking and preparation of draft minutes for consideration by the JV prior to circulation to TLC members;
- Preparation of meeting packs and circulation to TLC members at least 7 days prior to each meeting, once packs are approved by the JV;
- Scheduling meeting rooms and meeting room preparation including ensure meetings are supported with appropriate audio-visual equipment and catering supplies; and
- As required or requested, monitoring and reporting on action items arising from TLC members.

Mission and Strategy:

- When required, assist the JV and Bishops in administrative processes pertaining to the engagement of TLC members.
- Develop a five year strategic plan and budget including strategies to improve the function of the single Tribunal that ensures the provision of a developing a strategy to move to an integrated One Tribunal Model that ensures the provision of Tribunal services in local dioceses;
- Ensure that the mission of the Tribunal is clearly articulated and embedded in all aspects of Tribunal work;
- Develop and implement strategies to enhance the presence of the Tribunal across NSW and ACT including developing a better understanding of the work of the Tribunal.

Finances and Funding Model

- Develop a business case for consideration by the JV and TLC on a centralised Tribunal funding model that provides for annual contributions from NSW/ACT dioceses based on an agreed funding formula with a view to approval of the Bishops;
- Consider and explore strategies for annual Tribunal financial reports and annual budgets for consideration by the JV and TLC for approval by the Bishops;
- Monitor budget performance and report variances on a monthly basis;
- Act as a signatory for financial transactions as expressly authorised on cheques and CDF authorisation;
- Administer commercial leases or sub leases for the Tribunal central office and/or local offices including oversight of security arrangements and access.

Operations

- Oversee the administration and operations of the Tribunal including those pertaining to any managed services arrangements;
- Provide strategic operational advice and support to maximise opportunities to improve service delivery, drive efficiency, drive cost efficiencies, promote revenue growth and optimise the sustainability of the Tribunal;
- Report to the JV and TLC on the operations of the Tribunal including establishing a suite of key performance indicators that accurately provide a cross sectional dashboard of Tribunal performance including without limitation, case volumes and case closure times;
- Ensure information and records held by the Tribunal are properly and securely stored in accordance with privacy legislation;
- Ensure records are securely archived and easily retrievable;
- Review and document existing policies and procedures and ensure that the Tribunal has a contemporary suite of policies and procedures that are 'fit for purpose' and written in plain English;
- Ensure Tribunal personnel undergo regular training in Tribunal policies and procedures; and
- Develop and manage the Tribunal Risk Register and manage risk.

Human Resources

- With the support of the Catholic Archdiocese of Sydney (**CAS**) Human Resources Manager (**HRM**):
- Ensure the Tribunal has access to contemporary and compliant Human Resources and WHS capability;
- Oversee the development and implementation of a Tribunal Human Resources plan that delivers best practice recruitment, training, professional development, performance management, personnel planning, WHS and safeguarding;
- Ensure that the Tribunal has an organisational chart that clearly articulates the Tribunal roles, reporting lines roles and responsibilities of Tribunal personnel;
- Develop position descriptions for Tribunal personnel that clearly articulate the responsibilities and accountabilities of each role as well as their performance measures;
- Review the remuneration of Tribunal roles against comparable roles within the market and develop a Tribunal remuneration scale;
- Undertake annual remuneration reviews for Tribunal personnel;
- Implement a Performance Management System (**PMS**) based on individual Performance Enhancement Plans (**PEP**) that establishes key performance indicators and targets;
- Implement individual Professional Development Plans (**IDP**) that ensure Tribunal staff have the necessary professional development, training and support to perform their roles and progress their careers; and
- Implement a system of staff supervision that provides professional supervision for Tribunal staff and enhances their wellbeing.

Business Systems

- Ensure the Tribunal has contemporary and compliant Business Information Technology and Communications (**Business ICT**) capability to support its business processes;
- Oversee the development and implementation of a Tribunal strategic ICT plan that leverages existing relationships with NSW/ACT diocese and ensures business continuity of business critical applications, enables business processes and securely stores data and Tribunal records including the sensitive information of applicants, respondents and witnesses;
- Undertake a review and mapping exercise of the existing case management system with a view to scoping the acquisition and implementation of a contemporary 'fit for purpose' digital Case Management System (**CMS**) that includes the following capability:
 - Client Relationship Management (**CRM**);
 - Case management;
 - Diary, task lists and scheduling;
 - Communications;
 - Template management;
 - Document assembly and control;
 - Concise case summaries;
 - Judicial assignments;
 - Process tracking;
 - Reporting;
 - Secure and remote accessible; and
 - Integration capability with Archdiocesan systems such as Office 365, Xero, Gmail and DocuSign;
- Once scoped, prepare and present a business case and budget on the acquisition of a digital Tribunal CMS for review and approval by the JV and TLC;
- Subject to approval, oversee and project management the implementation of a digital Tribunal CMS for review and approval by the Bishops;
- Subject to approval, oversee and project manage the implementation of a digital Tribunal CRM.

Compliance

- Manage Tribunal personnel screening processes including where it is assessed as necessary, conducting National Police History Checks (**NPHC**) and/ or Working with Children Checks (**WWCC**);
- Ensure Tribunal personnel are trained in, and the Tribunal complies with its Work, Health and Safety (**WHS**) obligations and WHS legislation, attend WHS training, participate in any WHS audits and oversee the maintenance of WHS records and notifications; and
- Ensure Tribunal personnel are trained in and aware of Tribunal Safeguarding practices, particularly in respect of dealing with vulnerable adults.

Membership and Attendances:

Membership or required attendance of various Committees and Advisory Panels from time to time and as relevant, including but not limited to:

- Tribunal Liaison Committee (**TLC**) as ex officio secretary;
- Attendance at various Committees, Advisory Panels and training events as required by the JV from time to time.

Inter- Relationships: The EO interacts with the following internal and external stakeholders:

- Judicial Vicar;
- TLC members;
- Tribunal personnel;
- Bishops of NSW and ACT including the Archbishops of the archdiocese of Sydney and Canberra/ Goulburn, and each of the Bishops of Diocese of Armidale, Bathurst, Broken Bay, Lismore, Maitland-Newcastle, Parramatta, Wagga Wagga, Wilcanda-Forbes, and Wollongong (**Bishops of NSW/ACT**);
- Eastern Eparchs;
- Diocesan Business Managers;
- Eparches of the Eastern Churches sui iuris;
- The Canon Law Society of Australia and New Zealand with the Institute of Tribunal Practice;
- The Australian Higher Education sector including the Catholic Institute of Sydney, Australian Catholic University (Thomas Moore Centre), the University of Notre Dame Australia and the Institute of Tribunal Practice;
- Users and other clients of the Tribunal including applicants, respondents, witnesses, clergy, religious institutions, ecclesial movements and ministry groups;
- Consultants, vendors and others engaged by the Tribunal from time to time to assist the JV and EO implement the Tribunals strategy.

**Knowledge,
Experience &
Qualifications:**

It is desirable that the EO has the following knowledge, experience and qualifications:

Knowledge:

- An understanding of Catholic Church marriage tribunal roles and functions, mission, and the sensitivities and nuances of dealing with its various stakeholders;
- A thorough understanding of case management principles in the context of a Tribunal, court or regulatory program;
- A comprehensive knowledge of marriage tribunal principles and processes or the capacity to gain that knowledge quickly;
- Conflict resolution and mediation skills;
- High level understanding of contemporary digital case management software;
- Knowledge of business systems including accounting, business processes and human resources management;
- Knowledge of project management techniques;
- High level skills in contemporary computer applications including the Microsoft Office suite;
- Excellent organisational skills and the ability to reprioritise and reorganise priorities;
- Excellent word processing, telephone and diary management skills.

Experience:

- Previous experience as a Chief Operating Officer or General Manager in a human services environment including experience in developing and successfully driving strategy;
- Sound knowledge of finance and accounting procedures including management accounting, management reporting and report analysis;
- Sound understanding of contemporary ICT office platforms and case management applications in the human services sector;
- Significant managerial and systems experience in business operations;
- Previous experience managing a team and successfully driving a positive and productive workplace culture;
- Experience scoping, developing and writing business cases for the consideration of a board or management committee;
- Demonstrated ability to manage challenging and diverse stakeholders including the ability to bring those stakeholders to a consensus;
- Previous experience working in a court or tribunal system or demonstrated understanding of court or tribunal processes;
- Experience working with minimal supervision while remaining a team player;
- Well-developed relational and rapport building skills.

Qualifications:

Relevant tertiary qualifications in business administration, law, human services administration or equivalent experience.

Attributes:

It is desirable that the EO has the following attributes:

- A practicing Catholic with a demonstrated personal commitment to the teachings, faith, ethos, values and mission of the Catholic Church;
- Values driven with an appropriate level of commercial insight and bottom-line orientation;
- Strong advocacy ability and inspired leadership coupled with sound interpersonal skills;
- Ability to verbally express complex information and ideas in a clear and appropriate manner;
- Demonstrated commitment to service and a willingness to be accountable for performance;
- Ability to operate with discretion and maintain strict confidentiality;
- Resilience and the ability to perform under significant work pressure;
- Ability to work collaboratively and consultatively across a wide spectrum of stakeholders; and
- A personal sense of warmth and welcoming.

Performance Measures:

The performance of the EO will be assessed having regard to:

- Successful outcomes of the major responsibilities of the role;
- Achievement of the agreed objectives of any work plans;
- Service levels and the level of satisfaction expressed by key stakeholders in respect of the individual performance of the EO and the collective performance of the Tribunal.

Date Created: February 2023