



PUBLIC SERVICE OF PAPUA NEW GUINEA

JOB DESCRIPTION

	SEQ. NO:	POS. NO DJAGPC.78
DEPARTMENT: Department of Justice & AG	DESIGNATION/CLASSIFICATION Case Management Officer	GR.12
OFFICE/AGENCY:	LOCAL DESIGNATION	
DIVISION: State Legal Services	HIGHEST SUBORDINATE	POS. NO.
BRANCH: Solicitor General	IMMEDIATE SUPERVISOR Principal Legal Officer (HQ)	POS. NO. DJAGPC.28
SECTION: Practice Management	LOCATION WAIGANI	

HISTORY OF POSITION

<i>File no.</i>	<i>Date of variation</i>	<i>Details</i>
HRM8.10SG:08	9 Oct 2008	Created
	22 Feb 2010	Revised
	March 2013	Revised

PURPOSE OF THE JOB

The State Legal Services Division (SLS) is the entity which includes the Offices of the State Solicitor and Solicitor General. It provides the full range of legal services for and on behalf of the State of Papua New Guinea. The Office of the State Solicitor provides legal advice and clearance while the Office of the Solicitor General office handles all litigation involving the State. The Practice Management Branch provides support to the two offices and is responsible for all administrative and professional development of staff in the SLS.

The CMS Clerk's primary role is to maintain the case management system (CMS) in the Solicitor General's Office. These roles are vital to the functioning of the CMS and the management of the large volume of documents being processed by the office.

ACCOUNTABILITIES

- Ensure that the Case Management System (CMS) is kept up to date, accurate and current.
- Co-ordinate the flow of legal files and court documents in the office and ensure that files, documents and records are appropriately classified, filed and secured.
- Ensure that management and legal officers are provided with effective and timely administrative support
- Ensure that all computer-based files are professionally managed and saved on the office share-drive so that other staff member have access to the documents

MAJOR DUTIES

- Keep the CMS current by registering, tracking and recording the progress of new and existing cases being handled by Solicitor General's legal team.
- Co-ordinate and support the flow of legal files within the office.

- Conduct filing, search and service of court documents.
- Respond promptly to all telephone and visitor enquiries and ensure that enquirers are provided with polite, helpful and timely assistance.
- Ensure that correspondence, briefs, and reports are prepared to a high standard and are submitted in a timely manner.
- Keep accurate records of all correspondence and documents which pass through the office and ensure that these are appropriately filed in a manner that will allow other staff to efficiently locate them.
- Serve documents on client departments, legal firms and lawyers as required
- Perform other clerical duties including photocopying, binding of documents, and serving on the public enquiry desk

WORK RELATIONSHIP - INTERNAL

- All management and staff in the organization

WORK RELATIONSHIP - EXTERNAL

- Liaise with other agencies, courts, stakeholder organizations, clients, and the public as required

PERSON AND POSITION SPECIFICATIONS

Qualifications

- Secretarial or office administration certificate, with the ability to type at least 40 wpm.

Skills and Experience

- Strong computer skills with a high level of competence in MS Word
- Excellent keyboard skills, with proven experience in data-entry, producing quality correspondence, reports, agendas, minutes and briefs.
- Good knowledge of office procedures, with the ability to handle high work volumes, manage conflicting workloads, and set priorities.
- Strong communication skills - written and oral - with the confidence and manner to liaise with management, staff and the public in a polite, professional and helpful manner.
- Proven initiative and sound judgment to take personal responsibility for the completion of tasks and the ability to proactively implement solutions where necessary.
- 2-3 years of work experience doing similar work.