Position title: Registry Administrator

Department: Professional Standards

Reports to: Team Leader - Registry

Location: Wellington

About the Law Society
The New Zealand Law Society | Te Kāhui Ture o Aotearoa is the professional body for barristers and solicitors in New Zealand. The Law Society regulates all lawyers practising in New Zealand and is the membership organisation for practising lawyers. With 13 branch offices throughout the country, the Law Society is the Kaitiaki (guardian) of the practise of law in Aotearoa New Zealand and the consumers of legal services.

Position Purpose
The purpose of the position of Registry Administrator is to assist the Team Leader - Registry undertake regulatory activities necessary to meet the obligations of the Auckland Branch to its lawyers and the wider Society.

Delegations
- N/A

Key Internal Relationships
- Registrar
- Registry team leader
- Registry team
- Professional Standards department
- IT team
- CPD Manager
- General Manager Professional Standards (Regulatory)
- Law Society Branch Managers
- Other Law Society National and Branch staff
- Administrators of Member services department

Key External Relationships
- Members of the profession
- Members of the public
- Legal Complaints Review Office
- LINZ
- Ministry of Justice
- High Court
- Other relevant external bodies

Accountabilities, Responsibilities and Performance Measures

Accountabilities/Responsibilities	Performance Measures
General accountabilities Assist with the process of applications to Practise on Own Account and Certificates of Character, in accordance with Law Society policies and procedures, including: • Checking applications and referee reports to ensure they meet the requirements. • Contacting applicants and referee reports to verify information provided. • Update and maintain information on the Registry database (for applications and Committees) • Answering queries from applicants, Law Society staff, lawyers, and the public • Assisting with secretariat support for the Branch Council and Committees • Maintaining accurate records of applications and relevant documentation. • Provide administrative support to the Registry team as required.	• Builds trust through excellent communication with internal and external stakeholders. • Establishes a strong relationship with members of the public and the profession, representing the organisation and encouraging a positive approach to customer service. • Completes all actions and directions proactively within an expedient time frame. • Adapts to a variable workload and unforeseen changes. Assists other staff with urgent matters. • Managing higher volumes of work during peak times. • Prioritises their own workload to meet objectives. Helps others to prioritise when required. • Works with their team in collaboration to achieve best outcomes. • Actively and willingly assists and guides others. • Consistently records all information and documentation with attention to detail. Assists others with record management. • Provides realistic and prompt updates on application progress. • Manage incoming correspondence with a timely and professional approach. • Reduce application lead times through effective communication skills. • Constructive and meaningful contributions to team meetings, projects, working groups and other organisation activities • Demonstrates an understanding of other aspects of the Law Society business. • Takes responsibility for their own development in conjunction with organisation training and coaching.
Other duties • All other duties as reasonably required by your manager.	• Achieved as required.

Safety and Wellbeing
The incumbent is responsible for:

- My own health and safety and that of my colleagues
- Reporting of all incidents and near misses

Skills, Knowledge and Experience
To be effective in the position of **Registry Administrator** you must have the following knowledge and experience:

- Have a high level of computer literacy with the Microsoft Office suite of programmes and previous experience working on databases.
- Possess excellent written and oral communication skills.
- Be able to manage and appropriately prioritise many competing demands across a range of activities.
- Be able to ensure that their own work is completed to a high standard and to deadlines.
- Be flexible and adaptable, able to work under pressure, and be responsive to organisational contingencies as they arise.
- Be astute, have excellent interpersonal skills, and the ability to demonstrate a strong client focus.
- Be able to work cooperatively as part of a small and dynamic team.