



HIGH COURT OF AUSTRALIA



Vacancy Information Kit

Position details

Position number	Several
Position title	Court Guide
Classification	High Court Employee Level 3 (\$71,663 - \$77,195)
Location	Canberra, ACT
Working arrangements	Casual
Eligibility	Employees of the High Court are required to be Australian citizens.
Contact officer	Chris O'Neill Manager Facilities & Security Tel: (02) 6270 6381
Closing date	Friday 7 August 2026 11:59 pm AEDT

About the High Court of Australia

The High Court of Australia (the Court) is the highest court in the Australian judicial system. It was established in 1901 by section 71 of the Constitution.

The seat of the Court is in Canberra, where it is located in its own building within the National Triangle. The Court also has locations in Brisbane, Sydney, and Melbourne, as well as sitting on circuit around Australia as required.

Opened in 1980, the High Court building is one of Australia's National Buildings, and was heritage listed in 2007.

The Court has approximately 75 full-time equivalent (FTE) employees supporting the Chief Justice and Justices, most of whom are in Canberra.

As an employee of the Court, you will:

- work in a high-performing, inclusive and collaborative environment
- receive a generous salary and work conditions
- have access to flexible working arrangements.

Corporate Services Branch

The Corporate Services Branch provides a high standard of support and guidance to the Court on general day-to-day requirements. This includes Human Resources, Finance, Work Health and Safety, Records Management, Risk and Governance, Information and Communication Technology (ICT), Security and Building Operations functions which support the operation of the Court.

Each of these key supporting areas of the Court play a pivotal role, ensuring all employees of the Court can successfully undertake the duties of their role within a safe, secure and suitable environment.

The Team

The Court Guides are the primary point of contact for visitors to the Court. The Court Guides introduce the public to the history, role and operation of the High Court and its building. They conduct tours for visiting school groups and members of the public, including when the Court is in session.

The position of a High Court guide will suit individuals who are able to work varying shifts across the weekdays on a flexible roster.

The Position

Under general direction from the Manager Court Guides/Deputy Marshal, the Court Guides provide public information and educational services to visitors of the High Court of Australia and contribute to the day-to-day coordination and effective operation of the Court Guide function.

The role requires the exercise of sound judgement within established procedures to coordinate visitor services, support other Court Guides, contribute to operational improvements, and ensure a high standard of service delivery within the Court's public environments.

The position contributes to the effective management of public areas and supports a safe, professional, and engaging visitor experience.

Duties and Responsibilities

Visitor Information and Education

- Welcome visitors and provide information regarding sittings and court etiquette of the High Court of Australia.
- Deliver approved educational sessions to school groups and presentations to visitors of all ages.

- Conduct tours of the High Court and provide information regarding the Court’s history, operation, architecture, and significance.
- Respond to visitor enquiries and exercise judgement in managing diverse visitor needs and circumstances.

Coordination and Operational Responsibilities

- Support the effective management of visitor movements and public areas when the Court is in session.
- Assist the Manager with scheduling, visitor bookings, and operational administration activities, as directed.
- Support workforce coordination activities including contacting Guides regarding shift availability and roster changes, at the request of the Manager.
- Assist with ongoing capability development of Court Guides.
- Work collaboratively with other Guides under direction from the Manager on operational issues and visitor service matters.
- Identify and escalate operational issues where appropriate.

Risk, Safety and Continuous Improvement

- Monitor public areas and identify potential security, WHS, maintenance, or operational issues and ensure appropriate reporting occurs.
- Exercise judgement in responding to incidents and emerging issues within established procedures.
- Contribute, when required, to improvements to the delivery of approved visitor education programs and guide operations.
- Contribute to initiatives that improve visitor experience and operational effectiveness.

Are you eligible to apply?

To be eligible for employment at the Court candidates must be Australian citizens.

Candidates offered employment will be required to successfully undergo a police record check. The successful candidate will be required to submit a pre-employment medical declaration. Candidates must be willing to disclose all relevant and required information.

What does the selection process look like?

The Court uses a range of assessment processes to assist us in selecting suitably qualified and experienced applicants. We uphold the Merit Principle, with our process designed to select the best person for the role.

What are the steps?

Apply

Complete and submit your application — see below (max. 750 words), and a résumé of no more than two pages.

Shortlist

Applicants for this process will be assessed on their written application against the selection criteria.

Interview

Shortlisted applicants will be invited to attend an interview. Interviews may be held in person, or by telephone or video.

Work Sample Test	Applicants may be asked to complete a work sample test either in person or remotely.
Referees	Referees will be contacted for further assessment of suitability. Applicants should choose referees who can comment effectively and accurately on their current skills and abilities, experience and work performance that is relevant to the duties of the position. One referee should be a current supervisor.
Process Complete	After the Chief Executive and Principal Registrar (CE&PR) has approved the process, a merit pool may be established. All candidates will be notified of the outcome and will be provided with an opportunity for feedback.

What we need from you

Applications must be addressed to the contact officer and forwarded to the [HR Officer](#) by the closing date.

As part of your application, you will need to provide:

- an application cover sheet (template attached)
- your current résumé
- a maximum 750 words pitch against the selection criteria, including relevant examples
- the names and contact details of two referees, one of whom should be a current supervisor.

If you have any questions regarding the recruitment process or require any reasonable adjustments, please email the [HR Officer](#) or telephone (02) 6270 6952.

Please note: Due to the intermittent and irregular nature of casual employment, recruitment for this position will be conducted on a rolling basis. Applications will be assessed as they are received and suitable applicants may be invited to interview, assessed, and offered employment before the advertised closing date.

Candidates are therefore strongly encouraged to submit their application as early as possible, as the recruitment process may conclude once sufficient suitable applicants have been identified.

The Court reserves the right to close the recruitment process once sufficient suitable applicants have been appointed.

Selection criteria

The selection criteria reflect the knowledge, experience, core skills and personal qualities required for the role. Your written application should specifically address each of the selection criteria below, including examples of your experience and achievements:

- Well-developed communication and presentation skills, including experience delivering approved information or educational presentations.
- Demonstrated ability to exercise sound judgement and adapt to changing priorities within established procedures.
- Demonstrated ability to organise work activities and respond effectively in dynamic environments.
- Demonstrated understanding of customer service, security, and safety requirements within public environments.
- Demonstrated desire and ability to work collaboratively and build effective working relationships with staff at all levels in the Court and from diverse backgrounds.

- Demonstrated working knowledge of standard desktop software applications.

Qualifications and experience

Mandatory

- Working with Vulnerable People Check.
- Police check

Highly Desirable

- Experience in working with staff in the provision of public information and educational services.
- General knowledge of the Australian legal system, and the role of the High Court of Australia
- Experience in a Customer Service environment

Preparing your statement of claims

Your statement should be succinct and showcase your skills, knowledge, experience and qualifications.

Try not to duplicate information that can be found in your résumé, however you should highlight:

- how your experience, abilities, knowledge and personal qualities would enable you to perform the duties and meet the technical and behavioural capabilities of the role
- any specific examples or achievements that demonstrate your ability to perform the role
- how you meet the eligibility requirements and qualifications for the position.

Offers and merit pool

At the end of the recruitment process a merit pool may be created. Candidates who are found suitable will be advised that they have been placed in the merit pool, noting that this is not an offer of employment.

The merit pool is valid for 18 months from the date the process is advertised and may be used throughout the year to fill similar non-ongoing positions in the event positions become vacant.

How we will communicate with you

Please ensure that the contact information you supply is up to date. Your email address will be our primary point of contact during the application process.

Please contact the [HR Officer](#) if at any stage you are no longer available to be considered for this role.

Application Cover Sheet

Position Title

Court Guide

Position Classification

High Court Employee Level 3

Personal Details

Given Names

Surname

Address

Contact No

Email

Are you an Australian citizen?

Are you currently a Commonwealth, APS or State government employee?

Department name

AGS No

Substantive level

Ongoing /Non-ongoing

Have you received a redundancy from a Commonwealth, APS or state government employer in the last 12 months?

Referee Details

Referee No 1 - Name

Title / Organisation

Contact No

Email

Referee No 2 - Name

Title/Organisation

Contact No

Email

How did you hear about this vacancy?