Role Description
Administrative Support Officer `

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Family Law
Classification/Grade/Band	Clerk Grade 1/2
Senior executive work level standards	Not Applicable
ANZSCO Code	531111
PCAT Code	1119172
Date of Approval	01 December 2022
Agency Website	www.legalaid.nsw.gov.au

Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 28 regional offices in metropolitan and regional centres across NSW including two satellite offices at Bourke and Walgett and a number of specialist services and advice clinics. It was established under the Legal Aid Commission Act 1979 as an independent authority to assist economically and socially disadvantaged people to understand and protect their rights in the legal system. People with disabilities, from people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some of the groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation to eligible people in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues

Primary purpose of the role

The Administrative Support Officer provides a range of clerical and administrative services including but not limited to, data entry, account processing, liaising with internal stakeholders and providing effective and efficient support to the section they are assigned to in Legal Aid NSW.

Key accountabilities

- Provide clerical, secretarial and administrative services to ensure effective legal services support.
- Good oral and written communication skills with the ability to deal effectively and tactfully with people at all levels and maintain a high degree of confidentiality
- Excellent computer skills including work processing and data entry skills, Excel and PowerPoint programs
- Knowledge of, or capacity to quickly acquire knowledge of, Legal Aid NSW policies/guidelines/procedures and Legal Aid's databases required to undertake administrative tasks.
- Ability to work independently in a team environment and to show initiative.

- Ability to provide administrative support to key projects, support organisation of training for internal staff and mediators and work with Team Leader to support FDR Management.

Key challenges

- Attending to a wide variety of daily administrative tasks and plan priorities work to cope with volume and competing deadlines.
- Understanding the expectations and deadlines of staff administering the workload and has the flexibility to quickly adapt to external pressures.
- Adjusting readily to changes in technology and office systems and adapt to changes in procedures as necessary.

Key relationships

Internal

Who	Why
Team Leaders	• Support and guidance and work allocation
Mediation Organisers	• Provision of work

External

Who	Why
Family Dispute resolution practitioners	• Mediation bookings
Regional Offices and other external agencies	• Venue bookings

Role dimensions

Decision making

Works with some level of autonomy. Receives direction and work allocation from the Team Leader.

Reporting line

Team Leader

Direct reports

Nil

Budget/Expenditure

Nil

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.
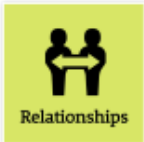
The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth, and develop and apply new skills Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult	Intermediate
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	Recognise the importance of customer service and understanding customer needs Help customers understand the services that are available Take responsibility for delivering services that meet customer requirements Keep customers informed of progress and seek feedback to ensure their needs are met Show respect, courtesy and fairness when interacting with customers Recognise that customer service involves both external and internal customers	Foundational
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	Understand the team and unit objectives and align operational activities accordingly Initiate and develop team goals and plans, and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments	Intermediate
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	Display familiarity and confidence when applying technology used in role Comply with records, communication and document control policies Comply with policies on the acceptable use of technology, including cyber security	Foundational

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Foundational
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Foundational