

# Role Description

## Executive Administration Officer (ICT)



Cluster	Stronger Communities
Agency	Legal Aid NSW
Division / Branch / Unit	ICT
Classification/Grade/Band	Clerk Grade 5/6
Kind of Employment	Ongoing
ANZSCO Code	531111
PCAT Code	1128392
Date of Approval	14 December 2024
Agency Website	<a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 28 regional offices in metropolitan and regional centers across NSW including the two satellite offices located at Walgett and Bourke 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 ICT Executive Administration Officer provides a broad range of administrative services and leverages extensive business unit knowledge to support the unit's program of work and facilitate the delivery of business operations.

### Key accountabilities

- Provide a range of administrative and support services to meet the business needs of ICT, supporting the Director and senior leadership team.
- Respond to and resolve complex enquiries and issues to ensure the provision of accurate information, and the timely and effective resolution of issues.
- Coordinate and manage administrative services, complying with systems, processes, and policies. Including coordinating meetings, preparing papers, agendas, minutes, presentations, and briefing notes to support the achievement of business requirements.
- Develop, implement, and monitor office systems, procedures and methods, adapting processes and techniques as required, to facilitate efficient team/unit operations in line with agency standards, policies and procedures.
- Gather and collate information for, and prepare documentation and reports on business unit performance, as well as make recommendations to improve efficiency, cost management and service delivery.

- Coordinate and book travel arrangements for Director ICT. Assist senior leadership team with booking travel arrangements as required.
- Complete routine financial transactions and purchasing services for the Director ICT ensuring compliance with Legal Aid NSW standards and procedures

## Key challenges

- Delivering quality administrative services and negotiating workable timeframes, given competing client demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently.
- Having a strong understanding of organisational and Divisional priorities, to be able to manage multiple requests and identify priorities to deliver in a timely and effective way.
- Establishing effective working relationships with internal and external stakeholders.

## Key relationships

Who	Why
<b>Internal</b>	
Director	<ul style="list-style-type: none"> <li>• Administrative support</li> </ul>
Manager	<ul style="list-style-type: none"> <li>• Escalate issues, propose solutions and provide updates</li> <li>• Provide advice on administrative processes</li> </ul>
ICT Managers	<ul style="list-style-type: none"> <li>• Support the team, delegate tasks and work collaboratively to contribute to achieving the team's business outcomes</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Support the team, delegate tasks and work collaboratively to contribute to achieving the team's business outcomes</li> </ul>
Clients/Customers	<ul style="list-style-type: none"> <li>• Monitor, address and/or escalate requests and provide services</li> <li>• Manage the flow of information, seek clarification and provide advice</li> </ul>
<b>External</b>	
Client/Customers	<ul style="list-style-type: none"> <li>• Monitor, address and/or escalate requests</li> <li>• Manage the flow of information, seek clarification and provide advice and responses</li> </ul>
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> <li>• Coordinate and monitor the supply of goods and services</li> <li>• Reconciliation of invoices and manage payment of accounts</li> </ul>

## Role dimensions

### Decision making

The role operates with some autonomy in the day to day priorities and coordination of work in order to manage the administrative services to support the delivery of business operations.

### Reporting line

**Director ICT** Direct reports

NA

**Budget/Expenditure**


NA



## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Stay motivated when tasks become difficult</li> </ul>	Intermediate
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>Focus on providing a positive customer experience</li> <li>Support a customer-focused culture in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Cooperate across work areas to improve outcomes for customers</li> </ul>	Intermediate
 Results	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>Seek and apply specialist advice when required</li> <li>Complete work tasks within set budgets, timeframes and standards</li> <li>Take the initiative to progress and deliver own work and that of the team or unit</li> <li>Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals</li> <li>Identify any barriers to achieving results and resolve these where possible</li> <li>Proactively change or adjust plans when needed</li> </ul>	Intermediate
	<b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> <li>Understand the team and unit objectives and align operational activities accordingly</li> <li>Initiate and develop team goals and plans, and use feedback to inform future planning</li> <li>Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals</li> <li>Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>	Intermediate

## FOCUS CAPABILITIES




Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Business Enablers</p>	<p><b>Technology</b></p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Use available technology to improve individual performance and effectiveness</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	Intermediate

## 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.

## COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 <p>Personal Attributes</p>	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 <p>Relationships</p>	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 <p>Results</p>	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational

## COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational