

Role Description

Senior Project Officer, Criminal Law Division



Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Criminal Law Division
Location	Central Sydney
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	February 2025
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 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 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.

Legal Aid NSW provides legal advice, information, minor assistance and legal representation in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues.

Bail Court Centralisation

The *Bail and Other Legislation Amendment (Domestic Violence) Act 2024* was passed by Parliament in June 2024 and will result in removal of power of Registrars to make a bail decision. As a result of this change, all seven existing regional bail hubs will be centralised to Sydney Metropolitan bail court to be heard by sitting Magistrates.

This consolidation of several existing regional bail hubs to a central location with fewer decision makers will require a high level of coordination to ensure our bail court service runs efficiently. To retain local solicitor experience and knowledge where possible, regional weekend bail court will be staffed by a combination of regional solicitors rostered to appear remotely, with additional Sydney metro solicitors in person.

Primary purpose of the role

The Senior Project Officer will support and implement projects relating to the change in service delivery to centralised bail courts.

The role will also manage and/or contribute to other projects and/or Criminal Law initiatives in collaboration with the Criminal Law executive team and other stakeholders.

Key accountabilities

- Implement and then provide ongoing assistance with the rostered hybrid remote and in-person shift model for regional weekend bail court
- Support Bail Centralisation Manager to ensure high quality, efficient and effective legal services on weekend bail court in accordance with service delivery plans and strategic directions.
- Undertake regular consultation with rostered staff to monitor any emerging issues with the operational model, making recommendations as appropriate.
- Monitor and record whether minimum standards of confidentiality and access to audio-visual link legal conference facilities are being adhered to statewide.
- Work collaboratively across the Criminal Law Division and other parts of Legal Aid NSW and maintain stakeholder relationships both internal and external stakeholders
- Identify and assist to implement approved strategies to enhance service delivery outcomes
- Assist with the evaluation of the implementation of the Bail Centralisation initiative
- Manage and oversee project planning, development and implementation for a range of Crime Division projects/strategic initiatives, including the development of project plans, and project-related activities, to ensure project outcomes are achieved on time, to quality standards and within agreed scope

Key challenges

- Managing consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests
- Solving issues where there is a broad range of potential outcomes, where there are stakeholders with conflicting interests, and where the solutions to problems are not readily apparent
- Negotiating outcomes with more senior staff in other parts of Legal Aid NSW and communicate effectively across a diverse range of stakeholders

Key relationships

Who	Why
Internal	
Associate Director	<ul style="list-style-type: none"> • Support and Guidance
Executive Director and Deputy Director	<ul style="list-style-type: none"> • Support and Guidance
Bail Centralisation Manager	<ul style="list-style-type: none"> • Support and Guidance
External	
Court users including Court officers and police prosecutors	<ul style="list-style-type: none"> • Liaise and work collaboratively with relevant external stakeholders to achieve bail centralisation or other project goals
Members of the Judiciary	<ul style="list-style-type: none"> • Liaise and work collaboratively with relevant external stakeholders to achieve bail centralisation or other project goals

Role dimensions

Decision making

Reporting line

Executive Director Criminal Law

Direct reports

N/A

Budget/expenditure

N/A

Essential requirements

N/A

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
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Be flexible, show initiative and respond quickly when situations change• Give frank and honest feedback and advice• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately• Raise and work through challenging issues and seek alternatives• Remain composed and calm under pressure and in challenging situations	Adept

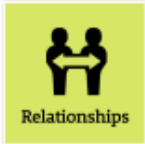


Manage Self

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

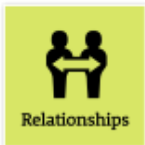


Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Present with credibility, engage diverse audiences and test levels of understanding
- Translate technical and complex information clearly and concisely for diverse audiences
- Create opportunities for others to contribute to discussion and debate
- Contribute to and promote information sharing across the organisation
- Manage complex communications that involve understanding and responding to multiple and divergent viewpoints
- Explore creative ways to engage diverse audiences and communicate information
- Adjust style and approach to optimise outcomes
- Write fluently and persuasively in plain English and in a range of styles and formats

Advanced



Influence and Negotiate

Gain consensus and commitment from others, and resolve issues and conflicts

- Negotiate from an informed and credible position
- Lead and facilitate productive discussions with staff and stakeholders
- Encourage others to talk, share and debate ideas to achieve a consensus
- Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes
- Influence others with a fair and considered approach and sound arguments
- Show sensitivity and understanding in resolving conflicts and differences
- Manage challenging relationships with internal and external stakeholders
- Anticipate and minimise conflict

Adept



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
- Make sure staff understand expected goals and acknowledge staff success in achieving these
- Identify resource needs and ensure goals are achieved within set budgets and deadlines
- Use business data to evaluate outcomes and inform continuous improvement
- Identify priorities that need to change and ensure the allocation of resources meets new business needs
- Ensure that the financial implications of changed priorities are explicit and budgeted for

Adept



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work
- Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
- Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
- Ensure current work plans and activities support and are consistent with organisational change initiatives
- Evaluate outcomes and adjust future plans accordingly

Adept



Project Management

Understand and apply effective planning, coordination and control methods










- Prepare and review project scope and business cases for projects with multiple interdependencies
- Access key subject-matter experts' knowledge to inform project plans and directions
- Design and implement effective stakeholder engagement and communications strategies for all project stages
- Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning
- Develop effective strategies to remedy variances from project plans and minimise impact
- Manage transitions between project stages and ensure that changes are consistent with organisational goals
- Participate in governance processes such as project steering groups

Advanced

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	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate