Role Description - Trainee Administration Officer (Aboriginal Identified)

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Aboriginal Services Branch
Classification/Grade/Band	Clerk General Scale
Senior executive work level standards	Not Applicable
ANZSCO Code	531111
PCAT Code	11119172
Date of Approval	19 February 2024
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 located at Walgett and Bourke. Legal Aid NSW also has specialist services for priority client groups and an extensive outreach program. 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, people from culturally and linguistically diverse backgrounds, women and children, Indigenous people, refugees and people with mental illness are some 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

As a participant of the Aboriginal Legal Career Pathways, the Trainee Administration Officer will gain practical work experience in providing administrative support within a legal environment. The Trainee Administration Officer will assist Legal and Client Support Officers, Paralegals and Legal Officers with administrative tasks to enable the efficient delivery of legal services to clients of Legal Aid NSW.

Key accountabilities

- Undertake practical on the job learning to perform a range of general administrative support services with ongoing mentoring and support. This may include filing/archiving, mail services, meeting and event support, photocopying and creating and compiling documents.
- Perform computer-based tasks, including preparing and sending standard written communications, maintaining databases and registers to ensure information is accurate, stored correctly and accessible.
- Respond to inquiries and routine requests for information, escalate enquiries as necessary to ensure the provision of accurate information.
- Provide clerical, secretarial and administrative services to legal officers as required to ensure effective legal services support.

- Participate as a team member to ensure effective operations of the Divisions.
- Develop a comprehensive understanding of the various facets that underpin Legal Aid NSW.

Key challenges

- Delivering accurate and consistent work within a high-volume environment.
- Providing administrative support to team members with often competing demands and priorities.
- Being able to work independently in a timely and efficient manner, with the ability to seek guidance as required.

Key relationships

Who	Why
Manager	• Mentor and support, escalate issues, provide updates and clarify instructions.
Team members	• Mentor and support, participate in meetings to share information and provide input on issues.
Clients/customers	• Respond to queries where possible or escalate/redirect when necessary.

Role dimensions

Decision making

The role operates in a structured work environment that is subject to established policies, procedures and practices underpinned by statutory requirements determined by the relevant reporting line manager.

Reporting line

Office Manager

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Nil

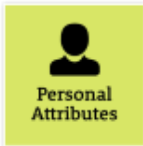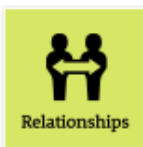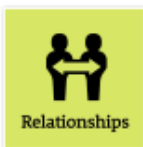## Essential requirements

- Aboriginality

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.
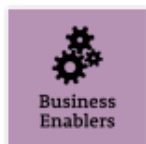
The capabilities are separated into focus capabilities and complementary capabilities.

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 behaviors 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	• Be willing to develop and apply new skills • Show commitment to completing assigned work activities • Look for opportunities to learn and develop • Reflect on feedback from colleagues and stakeholders	Foundational
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
Relationships	**Work Collaboratively** Collaborate with others and value their contribution	• Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep the team and supervisor informed of work tasks • Use appropriate approaches, including digital technologies, to share information and collaborate with others	Foundational
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek clarification when unsure of work tasks • Complete own work tasks under guidance within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks	Foundational

NSW
GOVERNMENT

	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	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	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	Project Management	Understand and apply effective planning, coordination and control methods	Foundational