

Role Description

Office Manager

Cluster	Department of Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Legal Services
Classification/Grade/Band	Clerk Grade 7/8 or 5/6
Kind of Employment	Ongoing and Temporary
ANZSCO Code	599214
PCAT Code	1119172
Date of Approval	25 July 2014
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 21 regional offices in metropolitan and regional centres across NSW 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

- Manage the administrative team in a head office branch or a regional office;
- Establish and manage office administrative systems and procedures to ensure quality support is available; and
- Provide advice and support to the Solicitor-In-Charge (SIC) in relation to management of resources including client services, staffing, finance matters, accommodation, equipment, information technology, travel, and occupational health and safety.

Key accountabilities

- Manage and coordinate administrative support to ensure the delivery of appropriate and efficient client services to the maximum extent within available resources.
- Provide leadership to and manage the performance of administrative and clerical staff including identifying and implementing strategies to meet training and development needs.
- Provide support and advice to the Solicitor in Charge on the management of resources (human, physical and financial) and administrative systems and processes affecting the operations of the office, and provide ad hoc reports to the SIC and other senior staff as required.
- Regularly review standard reports on key result areas such as monthly financial and operational reports and provide advice to the Solicitor in Charge on anomalies and recommend corrective actions, where appropriate.
- Monitor use of resources (eg purchases, travel and vehicle use) to ensure they are used appropriately and in a cost effective way and provide timely advice to the Solicitor-In-Charge to identify and address issues identified.
- Actively contribute in various interagency meetings and provide peer support to other office managers as required to ensure services are delivered efficiently and consistently in line with Legal Aid NSW objectives.

- Complaint handling skills which promote a culture of responsive client service which leads to identifying and acting on areas for service improvement.
- Assist SIC to facilitate ongoing effective community engagement and stakeholder partnership.

Key challenges

- The Office Manager is required to resolve issues which may include aggressive and distressed clients, managing conflict between administrative staff, managing grievances, and managing work performance.
- A major challenge confronting the Office Manager is to manage competing priorities and high volumes of work with limited and restricted resources. In this regard the Office Manager must ensure that administrative staff work as a team.
- The occupant also provides ongoing training and instructions to solicitors and legal staff in the use of office systems and processes.

Key relationships

Who	Why
Internal	
Legal Support Officers	Allocate work, train, provide support
Solicitors	Liaise between solicitors and Legal Support Officers
Solicitor in Charge	Assist in managing the office
Regional Admin Coordinator	Receive guidance and support and assistance with resource allocation
External	
Clients	Provide advice and assistance
Solicitors, barristers, policy	Provide advice and assistance.

Role dimensions

Decision making

Category 6 - Legal Aid NSW Delegations Manual

Reporting line

Solicitor in Charge

Direct reports

Legal Support Officers

Budget/Expenditure






Essential requirements

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Foundational
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act With Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships		
Communicate Effectively	Intermediate	<ul style="list-style-type: none"> • Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Influence and Negotiate	Adept	<ul style="list-style-type: none"> • 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 and explain the need for compromise • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict
Results		
Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Understand the team/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 impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers		
Procurement and Contract Management	Intermediate	<ul style="list-style-type: none"> • Understand and comply with legal, policy and organisational guidelines and procedures in relation to procurement and contract management • Conduct delegated purchasing activities, complying with prescribed guidelines and procedures

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements
People Management		
Inspire Direction and Purpose	Adept	<ul style="list-style-type: none"> • Promote a sense of purpose within the team and enable others to understand the strategic direction of the organisation • Translate broad goals into operational needs and explain the links for the team • Link team performance goals to team/unit goals to ensure implementation of government policy • Ensure team objectives and outcomes lead to implementation of government policy • Recognise and acknowledge high individual/team performance