

Role Description

Senior Project Officer, Planning and Review

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|---------------------------|--|
| Cluster | Department of Justice |
| Agency | Legal Aid NSW |
| Division/Branch/Unit | Policy, Planning and Programs |
| Location | Central Sydney |
| Classification/Grade/Band | Clerk grade 9/10 |
| Kind of Employment | Ongoing |
| ANZSCO Code | |
| Role Number | |
| PCAT Code | |
| Date of Approval | |
| 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 22 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

Support the Manager in relation to: the strategic and operational planning for Legal Aid NSW, including reporting against these plans; equity and diversity functions for the organisation; Legal Aid NSW's evaluation and review functions; and to coordinate collaborative service planning and reporting under the *National Partnership Agreement on Legal Assistance Services 2015-20* ("NPA").

Key accountabilities

- Engage in strategic and operational planning for the organisation, including the development of five year strategic plans, annual operational plans, and diversity and inclusion plans; and monitoring and reporting on performance against the plans
- Contribute to developing a research and evaluation agenda for Legal Aid NSW to guide strategic planning, service delivery planning and other aspects of the organisation's role
- Deliver training and contribute to the development of resources to support implementation of the Legal Aid Monitoring and Evaluation Framework
- Inform and advise on matters relating to strategic planning, other planning and review functions, and equity and diversity

- Develop strategies and initiatives to promote diversity and inclusion, supporting the Equity and Diversity Committee, and providing expert advice on equity and diversity issues
- Support collaborative service planning with the legal assistance sector, and reporting under the NPA
- Assist in building the capacity of Legal Aid NSW executive and managers to undertake and contribute to strategic and service planning, and to design and commission research and evaluations
- Undertake a range of projects in relation to planning and review as the need arises.

Key challenges

- Ensuring that Legal Aid NSW engages in effective strategic planning, and takes the necessary action to meet its strategic objectives
- Developing effective means of engaging the organisation in strategic and operational planning, and in monitoring and evaluation of services
- Demonstrating initiative and judgement in building effective relationships with other organisations to ensure effective collaborative service planning

Key relationships

| Who | Why |
|------------------------------|--|
| Internal | |
| Manager | Accountability for day to day work within the Unit. |
| Director | Provide advice on all issues relating to Legal Aid NSW planning and review. |
| CEO | Provide advice on all issues relating to Legal Aid NSW planning and review. |
| Executive | Consult and engage to assist in planning, monitoring and evaluation, and in reporting. |
| External | |
| Key stakeholders and funders | Build and maintain relationships to facilitate this work. |

Role dimensions

Decision making

Category 5 of the Legal Aid NSW Delegations Manual

Reporting line

Manager, Planning and Review Unit

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements





N/A

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 |
|  | Display Resilience and Courage | Adept |
| | Act with Integrity | Intermediate |
| | Manage Self | Intermediate |
| | Value Diversity | Advanced |
|  | Communicate Effectively | Adept |
| | Commit to Customer Service | Intermediate |
| | Work Collaboratively | Adept |
| | Influence and Negotiate | Intermediate |
|  | Deliver Results | Advanced |
| | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Intermediate |
| | Demonstrate Accountability | Adept |
|  | Finance | Adept |
| | Technology | Adept |
| | Procurement and Contract Management | Intermediate |
| | Project Management | Adept |

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 | | |
| Manage Self | Intermediate | <ul style="list-style-type: none"> Act as a professional role model for colleagues, set high personal goals and take pride in their achievement Actively seek, reflect and act on feedback on own performance |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|-------------------------|--------------|---|
| Value Diversity | Advanced | <ul style="list-style-type: none"> • Create and drive a culture where all staff value diversity of people, experiences and backgrounds • Translate negative feedback into an opportunity to improve • Maintain a high level of personal motivation • Take the initiative and act in a decisive way • Encourage and include diverse perspectives in the development of policies and strategies • Leverage diverse views and perspectives to develop new approaches to delivery of outcomes • Build and monitor a workplace culture that values fair and inclusive practices and diversity principles • Implement methods and systems to ensure that individuals can participate to their fullest ability • Recognise the value of individual differences to support broader organisational strategies |
| Relationships | | |
| Communicate Effectively | Adept | <ul style="list-style-type: none"> • Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats. |
| Work collaboratively | Adept | <ul style="list-style-type: none"> • Build a culture of respect and understanding across the organisation • Recognise outcomes which resulted from effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and cross-government • Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions |
| Results | | |
| Plan and Prioritise | Intermediate | <ul style="list-style-type: none"> • Understand the links between the business unit, organisation and the whole-of-government agenda • Ensure business plan goals are clear and appropriate include contingency provisions • Monitor progress of initiatives and make necessary adjustments • Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives and respond appropriately • Consider the implications of a wide range of complex issues, and shift business priorities when necessary • Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues |
| | Intermediate | |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|--------------------------|-------|---|
| Think and Solve Problems | | <ul style="list-style-type: none">• Work through issues, weigh up alternatives and identify the most effective solutions• Take account of the wider business context when considering options to resolve issues• Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvement |
| Business Enablers | | |
| Technology | Adept | <ul style="list-style-type: none">• Demonstrate a sound understanding of technology relevant to the work unit and identify and select the most appropriate technology for assigned tasks• Identify opportunities to use a broad range of communications technologies to deliver effective messages• Understand, act on and monitor compliance with information and communications security and use policies• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business• Support compliance with the records, information and knowledge management requirements of the organisation |