

Role Description

Office Manager (Clerk grade 7/8)

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Client Services
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	599214
PCAT Code	1119172
Date of Approval	May 2020
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 25 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 and advise the Solicitor-In-Charge (SIC) in operational matters to ensure the effective delivery of client services within a multi-disciplined and complex legal environment.

Manage and coordinate the administration team in a large, highly complex regional office to ensure client service activities are resourced and achieved.

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 SIC on the management of assets, financial and human resources 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 SIC 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 SIC 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 and adapts to working in different jurisdictions.

Key challenges

- Managing competing priorities and high volumes of work with limited resources to maintain client service delivery in a large regional office
- Managing and de-escalating complaints given complex nature of client needs and expectations
- Effectively leading a team within a multi-disciplined and complex legal environment.
- Using innovative leadership to develop a cohesive and dynamic team committed to the delivery of high quality and responsive client services
- Demonstrating judgment and discretion within a multi-disciplined and complex legal environment.

Key relationships

Who	Why
Internal	
Legal Support Officers	<ul style="list-style-type: none"> • Allocate work, train, provide support
Solicitors	<ul style="list-style-type: none"> • Liaise between solicitors and Legal Support Officers
Solicitor in Charge	<ul style="list-style-type: none"> • Assist in managing the office
Regional Admin Coordinator	<ul style="list-style-type: none"> • Receive guidance and support and assistance with resource allocation
External	
Clients	<ul style="list-style-type: none"> • Provide advice and assistance
Solicitors and Barristers	<ul style="list-style-type: none"> • Provide advice and assistance
External agencies	<ul style="list-style-type: none"> • Enhance relationships with key stakeholders eg: Police, DCJ, DPP to improve service delivery

Role dimensions

Decision making

Make independent decisions in relation to the efficient co-ordination of workflow and management of staff and exercises sound discretion and judgment.

The role is responsible for dealing with staff issues within the team at the first instance including performance management. Difficult staff issues, such as those requiring formal discipline or counselling are referred to senior management.

Manage assets, financial and human resource issues within the regional office subject to approved delegation.

Reporting line

Solicitor in Charge

Direct reports

Legal Support Officers

Budget/Expenditure

Nil

Essential requirements

Nil

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework>

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 and Inclusion	Intermediate
 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

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	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 • 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
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> • Use facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements and be open to compromise • Keep discussions focused on the key issues
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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 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	Intermediate	<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