

Guide to applying for Legal Support Officer Roles at Legal Aid NSW

To apply you need to complete an application on the iworkfor.nsw.gov.au website. The website will guide you through the application.

To apply you will need a:

- **Current resume** (maximum 5 pages): **Read below for tips on creating a resume**
- **Cover letter** (maximum 2 pages) **Read below for tips on preparing your cover letter**

The cover letter must answer the questions listed in the advertisement.

Your resume and cover letter are the key things we consider when deciding who to interview.

ROLE CAPABILITIES

Before starting your application, you should always read the Role Description (a link is in the advertisement) and consider the focus capabilities needed to be successful in this role.

We hire people who demonstrate they can meet the capabilities needed to be successful in the role. You can make it easy for us to see you'll be great in the role **with examples of times when you've demonstrated these capabilities**, when you answer the questions listed in the advertisement.

***Tip:** Use the same key words or phrases from the focus capabilities in your answers.*

The **focus capabilities** for this role are:

Manage Yourself

- Be willing to develop and apply new skills
- Show commitment to completing work activities effectively
- Look for opportunities to learn from the feedback of others

Commit to Customer Service

- Understand the importance of customer service
- Help customers understand the services that are available
- Take responsibility for delivering services which 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

Plan and Prioritise

- Plan and coordinate allocated activities
- Re-prioritise own work activities on a regular basis to achieve set goals
- Contribute to the development of team-work plans and goal setting
- Understand team objectives and how own work relates to achieving these

Use Technology

- Display familiarity and confidence in the use of core office software applications or other technology used in role
- Understand the use of computers, telecommunications, audio visual equipment or other technologies used by the organisation
- Understand information, communication and document control policies and systems, and security protocols
- Comply with policies on acceptable use of technology

TIPS FOR WRITING THE COVER LETTER:

1. Don't forget to introduce yourself and tell us why you want the job.
2. Try to mention each focus capability at least once in the cover letter.
3. Use real examples of when you have demonstrated the capabilities.

Ideally the examples will be from work. If you don't have examples from work, you can use examples from school/TAFE/University, or from family or community life.

For example, to show your commitment to customer service, you could talk about:

- An experience in another job or at school / TAFE / University
 - A time you helped a family member, friend, or stranger to calm down and to solve a problem
4. Use the Situation-Action-Outcome (SAO) approach when writing your examples.
- Situation— What was the situation?
 - Action—What did you do? Which Focus Capabilities did you demonstrate?
 - Outcome — What happened? What was the end result? Which Focus Capabilities did you demonstrate?

TIPS FOR WRITING A SUCCESSFUL RESUME

The purpose of your resume is to give us a feel for your experience and skills and to sell your strengths and accomplishments.

- Have a look at our website legalaid.nsw.gov.au
- Refresh your resume to highlight the things you've done that are most relevant for this role
- Incorporate common keywords used in the role description and advertisement
- Choose a professional layout and font (**always** check for spelling and grammatical errors)
- Update and include your contact information (**bonus tip:** create a professional personal email address for job seeking).

Keep it less than 5 pages.