

Role Description

Legal Secretary

Cluster/Agency	Stronger Communities / Crown Solicitor's Office
Division/Branch/Unit	Legal Practice Group
Location	Sydney
Classification/Grade/Band	Clerk Grade 1/2
ANZSCO Code	521212
Role Number	Various
PCAT Code	1117172
Date of Approval	29 October 2019
Agency Website	www.cso.nsw.gov.au

Overview

The Crown Solicitor's Office (CSO) is the largest provider of legal services to the NSW Government and its agencies, and the sole provider of legal services in all matters which are regarded as being core to Government functions. The CSO provides core legal services to the NSW Government on a cost recovery basis and competes with the private sector for general legal work.

The CSO, headed by the Crown Solicitor, is a Public Service Executive agency related to the Department of Communities and Justice under the *Government Sector Employment Act 2013*. The CSO's business initiatives are linked to the Department's and Government's goals and directions in terms of the delivery of quality client services and responsiveness to the needs of the NSW Government and its agencies.

The CSO's vision is to be:

- the legal service provider of choice for NSW Government Agencies.
- the legal services employer of choice.

The CSO provides quality legal services to the NSW government and its agencies.

Legal services are provided to the clients of the Crown Solicitor through specialist Legal Practice Groups. The Crown Solicitor heads a Legal Practice Group focusing on Government Law issues. Other Legal Practice Groups are organised into four Legal Divisions, and each Division is headed by an Assistant Crown Solicitor. Each Legal Practice Group is headed by an executive lawyer at Director level.

The Corporate Services Division comprises: Finance and Support Services; Human Resources; Information Technology; Information Services and Marketing and Communications. The Division drives practice consistency and excellence in corporate service delivery. With a strong client focus, it delivers critical corporate functions to support the delivery of excellent legal services.

Primary purpose of the role

Provide legal secretarial support to three or more solicitors in a specialist legal practice group and undertake a range of administrative tasks to ensure that solicitors are fully supported in the delivery of legal services to clients.

Key accountabilities

- Provide accurate and timely secretarial support to solicitors in the preparation of legal documentation and correspondence which conforms to CSO house style and standards to support the delivery of legal services.

- Provide professional and responsive client service over the telephone and via other enquiries received in the practice group, providing informed messages to solicitors to enable them to take appropriate and timely action.
- Register all documents in CSO's document management system, recording accurate and timely data in CSO's legal practice management system, ensuring that electronic and physical files are organised, up-to-date and compliant and on matter completion, prepare legal files for closure to contribute to the day to day management of legal files.
- Undertake a range of administrative tasks for solicitors, including photocopying, assembly and distribution of briefs to counsel, mail outs, processing invoices, arranging couriers, travel and accommodation etc. to enable solicitors to dedicate their time to the provision of high level legal tasks.
- Arrange appointments, attend to all preparation for meetings and record all key dates and information in the diary to support solicitors with the organisation of their schedules.
- Prepare routine correspondence for the signature of solicitors and ensure that all correspondence is sent out by the appropriate means to ensure its timely delivery to clients and other parties involved in legal matters.

Key challenges

- Providing timely and accurate support to solicitors in a demanding environment with changing priorities.
- Exercising discretion and judgment in a non-confrontational manner given the need to diffuse situations when dealing with difficult clients.

Key relationships

Who	Why
Internal	
Legal Support Manager	Escalate issues, keep informed, seek advice and receive instructions
Solicitors	Receive instructions, clarify instructions, keep informed
Senior Secretary	Receive guidance, advice and training, keep informed, seek assistance
Legal Secretaries	Work collaboratively – seek/offer assistance
External	
External clients and stakeholders	Deal professionally with all clients of the Crown Solicitor, including government officials, legal staff in other government departments, members of the legal profession and other members of the public involved in legal matters.

Role dimensions

Decision making

The legal secretary acts within policy and procedural guidelines established for the CSO. The legal secretary assesses priorities of work to be undertaken on a daily basis and seeks assistance from the senior legal secretary in the practice group in times of high workloads to ensure that the work of all solicitors in the practice group is undertaken within required timeframes. The legal secretary must always exercise discretion in relation to the information provided to external clients.

Reporting line

This role reports to the Legal Support Manager.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Certificate III in Business or similar discipline or work experience (minimum 1-2 years) in a legal office or professional services environment.





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	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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	Foundational	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Take opportunities to clarify understanding of ethical behaviour requirements Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role Speak out against misconduct, illegal and inappropriate behaviour Report apparent conflicts of interest
Relationships Communicate Effectively	Foundational	<ul style="list-style-type: none"> Speak at the right pace and volume for varied audiences Allow others time to speak Display active listening Explain things clearly Be aware of own body language and facial expressions Write in a way that is logical and easy to follow
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 Technology	Foundational	<ul style="list-style-type: none"> 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