

Role Description

Senior Legal Secretary

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|----------------------------------|------------------------------------------------------------|
| Cluster/Agency | Justice / Crown Solicitor's Office |
| Division/Branch/Unit | Legal Practice Group |
| Location | Sydney |
| Classification/Grade/Band | Clerk Grade 3/4 |
| ANZSCO Code | 521212 |
| Role Number | Various |
| PCAT Code | 1117172 |
| Date of Approval | 4 February 2015 |
| 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 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 and administrative support to the leader of a specialist legal practice group and supervise the team's legal secretaries to ensure that solicitors are fully supported in the delivery of legal services to clients.

Key accountabilities

- Provide high quality and timely secretarial services and administrative support to the Practice Group leader, including diary management, preparing for meetings, drafting correspondence and legal file creation and maintenance within CSO standards to support the Practice Group leader in delivery of work objectives and client services.

- Receive and respond professionally to telephone calls and inquiries for the Practice Group leader, providing information to clients and stakeholders to ensure professional, effective and timely services are provided.
- Supervise a team of legal secretaries in working productively and collaboratively to ensure the effective delivery of secretarial services to solicitors within the Practice Group.
- Monitor the workloads of legal secretaries to ensure that the work of the team is progressed and completed within specified timeframes.
- Provide training and guidance to legal secretaries to ensure practices and procedures are followed and service standards are maintained.
- Maintain systems and records to support easy access and retrieval of information by the Practice Group leader.

Key challenges

- Meeting workload demands given the environment is evolving and unpredictable.
- Maintaining good communication and negotiation within the team when there are conflicting deadlines.
- Exercising discretion and judgment in a non-confrontation manner given the need to diffuse situations when dealing with difficult clients.

Key relationships

| Who | Why |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Internal | |
| Team Leader | Receive instructions and keep informed |
| Legal Support Manager | Escalate issues, receive guidance and seek information |
| Legal Secretaries | Provide guidance, advice and training, monitor and supervise workloads |
| External | |
| Clients | 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 Senior Legal Secretary acts within the policy and procedural guidelines established for the CSO. The provision of high quality support services to the legal staff is paramount in the decisions made by the Senior Legal Secretary.

Reporting line

Legal Support Manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements





- Work experience (minimum 3 years) in a legal office or professional services environment.
- A typing speed of 60 wpm with 98% accuracy, in accordance with Australian Standard No. 2708/2001 certification is required.

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 | Intermediate |
| | Act with Integrity | Intermediate |
| | Manage Self | Intermediate |
| | Value Diversity | Foundational |
|  Relationships | Communicate Effectively | Intermediate |
| | Commit to Customer Service | Intermediate |
| | Work Collaboratively | Intermediate |
| | Influence and Negotiate | Foundational |
|  Results | Deliver Results | Intermediate |
| | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Foundational |
| | Demonstrate Accountability | Intermediate |
|  Business Enablers | Finance | Foundational |
| | Technology | Intermediate |
| | 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 | Intermediate | <ul style="list-style-type: none"> • Adapt existing skills to new situations |
| Manage Self | | <ul style="list-style-type: none"> • Show commitment to achieving work goals |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|-------------------------------------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | <ul style="list-style-type: none"> • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult |
| 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 |
| 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 | Intermediate | <ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |