Role Description
Facilities Support Officer (Finance)

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Facilities
Classification/Grade/Band	Clerk grade 1/2
ANZSCO Code	5311111
PCAT Code	1119172
Date of Approval	9 March 2021
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 27 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, people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some 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

The Facilities Support Officer supports the facilities team in the delivery of services to the internal customers.

Key accountabilities

- Raise purchase orders, process invoices and confirm receipt of goods and services
- Maintain financial records and utilise financial database
- Update ServiceDesk tickets and log jobs in the Corrigo database
- Respond to Service Desk requests for assistance with facility related matters
- Follow on and communicate to internal customers regarding outstanding items as required by the Facilities Officers
- Contact contractors and property managers to arrange for tenancy repairs and maintenance and oversee works
- Schedule proactive maintenance jobs and record details within excel or other formats
- As required deliver fleet cars for maintenance and servicing
- Assist with other tasks as required by the manager and team leader

Key challenges

- Coordinating and organisation of services in accordance with Legal Aid NSW policies, guidelines, procedures and relevant government requirements and regulation.
- Monitoring own workloads, setting day to day priorities, service delivery and the effectiveness and efficiency of relevant systems, policies and procedures to ensure efficient service delivery.
- Adapting to constant change and manage high-volume workload in the Facilities environment.

Key relationships

Who	Why
Internal	
Staff	- Deal with inquiries / requests - Liaise with staff from other divisions to get work completed
External	
Suppliers / Contractors	- Providing information and liaising

Role dimensions

Decision making

The role operates with some autonomy in respect of day to day priorities and takes direction and seeks support from the Leasing Officer or Team Leader.

Reporting line

Facilities Officer (Leasing)

Direct reports

N/A

Budget/Expenditure

N/A

Essential requirements

Fully vaccinated against COVID-19 prior to commencement.

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	**Foundational**
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Foundational**
	Plan and Prioritise	Foundational
	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	• 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 Commit to Customer Service	Foundational	• Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements

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Group and Capability	Level	Behavioural Indicators
		• Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Relationships Work Collaboratively	Foundational	• Work as a supportive and co-operative team member, share information and acknowledge others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep team and supervisor informed of work tasks
Results Deliver Results	Foundational	• Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
Business Enablers Technology	Foundational	• 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

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