Role Description
Grants Administrative Support Officer

Cluster	Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Grants
Location	Central Sydney
Classification/Grade/Band	Clerk Grade 1/2
Kind of Employment	Ongoing
Role Number	Various
ANZSCO Code	531111
PCAT Code	1119172
Date of Approval	14 December 2005
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 21 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

Provide a full range of day-to-day clerical and administrative support services to Grants Division staff, including data entry, providing electronic record services (such as creating and maintaining electronic records), basic information services via telephone/email to the public and relevant internal/external stakeholders to support the effective and efficient operation of the Division.

Key accountabilities

- Provide information via telephone/email on grants policies, practices and processes to the public and internal/external stakeholders as required.
  - Provide a full range of clerical and administrative support services to Grants Division staff, including data entry, word processing, photocopying/scanning, as required, ensuring compliance with deadlines

and maintaining high standards and accuracy and presentation, to ensure the effective and efficient operation of the Division.

- Prepare, maintain, store, retrieve and archive Grants Division records and files, in order to meet legislative requirements and Divisional needs.
- Maintain the Division's grants management system (ATLAS) to ensure it is kept up to date and information can be readily obtained.
- Participate as a team member to ensure effective operation of the section/Division.

Key challenges

- Work with minimal supervision and resolve problems relating to delivery of services across the Division, and manage work priorities and a high volume of work.
- Work and contribute effectively in a multidisciplinary team environment.
- Deal with a range of people, including legal professionals and clients from different backgrounds and cultures, and maintain good customer service in peak processing periods or where demand is increased, and readily adjust/adapt to changes in technology/office systems/legislation/procedures.

Key relationships

Who	Why
Internal	
Grants Division Managers and Staff	• Provide effective clerical and administrative support
Manager Operations/Team Leader	• Support/guidance and work llocation
In-house Practice	• Information about Grants services/policies/practices/procedures
External	
Clients/Private Practitioners	• Providing Grants information services and assistance

Role dimensions

Decision making

As per the delegation instrument

Reporting line

Manager, Operations

Direct reports

Nil

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 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	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 Display Resilience and Courage	Foundational	• Be open to new ideas and approaches • Offer own opinion, ask questions and make suggestions • Adapt well to new situations • Do not give up easily when problems arise
Manage Self	Foundational	• Stay calm in challenging situations • 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
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 • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
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
Plan and Prioritise	Foundational	• 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

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Intermediate	• 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 •