Role Description
Talent Acquisition Team Leader

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Human Resources
Location	Central Sydney
Classification/Grade/Band	Clerk Grade 7/8
ANZCO Code	223112
PCAT Code	124992
Date of Approval	~~25 January 2019~~ reviewed April 2024
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 28 regional offices in metropolitan and regional centres across NSW including two satellite offices at Bourke and Walgett 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

Lead and drive talent acquisition operations in delivering end-to-end recruitment and onboarding (both ongoing and temporary) that will be efficient, contemporary and business outcome focused while maintaining the highest level of customer engagement. Provide direction, training, support and feedback for the recruitment team, partnering with internal HR stakeholders and people leaders across Legal Aid NSW to ensure successful delivery of talent acquisition services.

Key accountabilities

- Oversee and coordinate the delivery of a broad range of talent acquisition services by the recruitment team to deliver timely and accurate services within service level agreements.
- Develop, implement, review and update the use of agreed methods, tools and knowledge to both enhance and drive efficiency and consistency in providing services, support and advice on talent acquisition services, and regular reporting on key recruitment metrics/KPIs.

- Contribute to the design and implement opportunities to improve service delivery through the use of new technology (including the development of a new human capital management system and a recruitment approvals portal).
- Ensure that recruitment practices, processes and service level standards for use by recruitment teams and colleagues are current and support the achievement of service outcomes, ensuring audit requirements are met and compliance with relevant legislation, Acts and Department record keeping standards.
- Foster and maintain collaborative relationships for optimum delivery of advice and support to managers and staff in the Divisions on recruitment process and practice.
- Contribute to HR related projects and programs to improve processes, standards and service delivery.
- Monitor and manage workload and allocation across the team to ensure equal distribution of workload and effective service delivery. This includes from time-to-time managing a client portfolio to assist with peak workload or targeted recruitment campaigns or periods of leave.
- Lead and manage a recruitment team to deliver efficient talent acquisition services and advice to Managers and staff across Legal Aid NSW.

Key challenges

- Delivering innovative and timely talent acquisition services within a context of limited resources and competing priorities in a climate of significant change.
- Maintaining an up-to-date knowledge of all current practice and procedure in relation to the delivery of recruitment and assignment services.
- Continuously reviewing recruitment processes and recommending and implementing improvements where appropriate.
- Maintaining balance and consistency when analysing business needs and organisational requirements.

Key relationships

Who	Why
Internal	
Manager, Talent Acquisition	• seek support, guidance and direction on complex matters • Work collaboratively on projects and programs and strategies and provide advice to assist in decision managing
Recruitment staff	• Provide direction, training, guidance and mentoring
Talent Acquisition Business Partners	• Advice and exchange information
HR staff, Legal Aid managers and staff	• Provide expert advice on recruitment practices and processes
External	
Other Government Agencies	• Receive and provide advice and information on recruitment activities and initiatives
Candidates	• Provide guidance on selection processes

Role dimensions

Decision making

Operates with a large degree of autonomy. Ensures the team's delivery of timely and accurate recruitment outcomes and processes.

Reporting line

The role reports to the Manager Talent Acquisition.

Direct reports

The role has up to 8 direct reports (4 of which are currently temporary roles).

- 4 X Senior Recruitment Consultants
- 4 X Recruitment Officers

Budget/Expenditure

NIL

Essential requirements

- Relevant tertiary and/or professional qualifications in HR or a related field, or
- Demonstrated experience in a recruitment or a related field

- Proven expertise in the application of recruitment related NSW legislation, employment rules and practices.
- Knowledge and experience in computerised human resources management systems (preferably SAP SuccessFactors)
- Ability to balance implementation of change with business-as-usual delivery.

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

This role also utilises an occupation specific capability set.

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	**Adept**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Adept**
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Intermediate
People Management	**Manage and Develop People**	**Adept**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Foundational

Human Resources Professionals Capability Set		
Capability Group	**Capability Name**	**Level**
Human Resources	Workforce Strategy	not applicable
	Organisational Design	not applicable
	Talent Management	**Level 2**
	Organisational Culture	not applicable
	Workforce Relations	not applicable
	Workforce Insights	not applicable
	Employee Services	not applicable

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 Manage Self	Adept	• Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Plan and Prioritise	Adept	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• 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
People Management Manage and Develop People	Adept	• Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks

Human Resources Professionals Capability Set		
Group and Capability	**Level**	**Behavioural Indicators**
Human Resources Professionals Capability Set Talent Management	Level 2	• Advise and support managers in applying sound talent management principles, insights and practices, to inform talent acquisition and build leadership development pipelines in line with current and future business needs • Design talent management solutions, such as capability assessments, appropriate to specific business needs across all stages of the employment lifecycle, and guide their implementation by managers • Recommend and customise recruitment and assessment processes to enable managers to make informed selections in line with business planning and capability requirements • Advise managers on opportunities to integrate talent management practices into daily management activities, in order to support the development of individual and sector organisational capability and increase workforce mobility • Advise and support managers to enhance their skills and confidence in having clear, candid and regular performance conversations and providing employees with effective development opportunities • Support managers in identifying and developing appropriate initiatives to respond to individual capability development needs • Support managers to deliver performance and recognition programs and advise on development of new initiatives

I work FOR NSW

Human Resources Professionals Capability Set		
Group and Capability	**Level**	**Behavioural Indicators**
		• Review data and insights to assess efficiency and effectiveness of assessments, performance management and other talent management strategies, suggesting modifications as appropriate

I work FOR NSW