

Role Description

Senior Solicitor Grade V

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Justice / Crown Solicitor's Office
Division/Branch/Unit	Legal Practice Group
Role number	Various
Classification/Grade/Band	Legal Officer Grade V
Senior executive work level standards	Not Applicable
ANZSCO Code	271311
PCAT Code	1118192
Date of Approval	31 March 2015
Agency Website	www.cso.nsw.gov.au

Agency 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 exists to be the NSW Government's most trusted legal advisors. The core aims of the CSO are to deliver high-quality, cost-effective legal services, provide exceptional customer service to the NSW Government and its agencies and foster a culture of continuous improvement in the way we 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. For more information, go to www.cso.nsw.gov.au.

Primary purpose of the role

Conduct complex assigned legal matters (advice, transaction and/or litigation) and supervise the conduct by Solicitors Grade IV, I-III and Graduates of legal matters in a specialist Practice Group to ensure the provision of high quality, cost effective and client focussed legal services which contribute to the achievement of the CSO's business goals.

Key accountabilities

- Conduct complex assigned legal matters in accordance with clients' instructions, tender and legislative requirements and CSO policies, procedures, guidelines and precedents to ensure the highest quality of legal advice and representation
- Supervise legal matters in accordance with CSO policies, procedures and guidelines to ensure that client service standards are met

- Manage assigned staff in relation to non-legal matters including time and attendance, work allocation, conduct performance planning and development reviews, provide regular feedback and address training need to ensure achievement of performance levels and progression of capability development
- Participate in file reviews of the role's legal matters and conduct reviews of files assigned for review to identify and manage risk in matters and to ensure compliance with CSO practice management standards and procedures.
- Apply a Project Management approach such as cost estimates (matter calculators) and matter programs in the conduct of legal matters and provide information to comply with legal services panel requirements and CSO policies and standards.
- Comply with CSO practice management standards, policies and procedures including: accurately and contemporaneously recording time spent on legal matters; estimating costs and disbursements; checking draft bills; updating client reports and contributing to the development and maintenance of precedents; in order to assist the commercial operation of the CSO.
- Contribute (as required) material for tenders submitted by the CSO relevant to the Group, prepare draft articles for the CSO Newsletter and group e-bulletins and participate in the delivery of legal seminars and training to clients to promote the CSO as the legal service provider of choice.
- Enhance legal knowledge and skills by attending professional development and in-house training opportunities, to ensure achievement of agreed performance levels and capability development.

Key challenges

- Responding to competing and urgent demands of legal matters of significance to the State while balancing the supervision of staff and keeping abreast of current developments in the areas of law in which the Practice Group specialises.
- Perform untied legal work in competition with the private sector given budget constraints and operating as a Public Service Executive Agency.

Key relationships

Internal

Who	Why
Assistant Crown Solicitor, Director Legal Practice Group, Special Counsel, Principal Solicitor Grade VI	<ul style="list-style-type: none"> • To receive supervision, guidance and advice in the conduct of legal matters and to provide assistance to them in the conduct of their matters.
Solicitors I-III, IV, Graduates and Paralegals	<ul style="list-style-type: none"> • To supervise and/or give appropriate instructions re assistance to be provided. To manage assigned staff in non-legal matters.
Solicitor Advocates	<ul style="list-style-type: none"> • To provide instructions.

External

Who	Why
Clients	<ul style="list-style-type: none"> • To receive instructions, conduct legal matters and build positive relationships.
Counsel, witnesses, experts, other members of the legal profession and court officials	<ul style="list-style-type: none"> • To conduct legal matters.

Role dimensions

Decision making

Decide the priority to be afforded to the performance of work relating to legal matters assigned to the role, subject to any direction by the supervising solicitor, court requirements and clients' instructions.

Make decisions in relation to the supervision of legal work supervised by the role.

Make decisions in relation to the management of assigned staff in relation to non-legal matters, subject to legislation and CSO policies and guidelines.

Reporting line

On legal matters - to the supervisor assigned to the matter.

On non-legal matters – in accordance with supervision structure.

Direct reports

On legal matters - Paralegals, Graduates and Solicitors I-III and IV

On non-legal matters - Paralegals, Graduates and Solicitors I-III and IV

Budget/Expenditure

The role exercises financial delegations in accordance with the CSO's Delegations.

Key knowledge and experience

- Well-developed legal skills and experience which enable provision of advice and representation in complex legal matters in areas of law in which the Practice Group specialises.

Essential requirements

- Completion of a law degree from an accredited law school or completion of the Legal Practitioners Admission Board's Diploma in Law Course.
- Admission or eligibility for admission as a legal practitioner in NSW.
- Undertake Criminal Record Check and Working with Children Check.
- Travel for regional or interstate court and other commitments subject to the application of any discrimination legislation (including in respect of carer's responsibilities).

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Personal Attributes</p>	<p>Display Resilience and Courage</p> <p>Be open and honest, prepared to express your views, and willing to accept and commit to change</p>	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations 	Adept
 <p>Relationships</p>	<p>Communicate Effectively</p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats 	Advanced
 <p>Relationships</p>	<p>Influence and Negotiate</p> <p>Gain consensus and commitment from others, and resolve issues and conflicts</p>	<ul style="list-style-type: none"> • Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict 	Adept



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
- Complete work tasks within set budgets, timeframes and standards
- Take the initiative to progress and deliver own work and that of the team or unit
- Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed

Intermediate



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

Adept



Project Management

Understand and apply effective planning, coordination and control methods

- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

Adept



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others

- Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
- Look for ways to develop team capability and recognise and develop individual potential
- Be constructive and build on strengths by giving timely and actionable feedback
- Identify and act on opportunities to provide coaching and mentoring
- Recognise performance issues that need to be addressed and work towards resolving issues
- Effectively support and manage team members who are working flexibly and in various locations
- Create a safe environment where team members' diverse backgrounds and cultures are considered and respected
- Consider feedback on own management style and reflect on potential areas to improve

Intermediate



Inspire Direction and Purpose

Communicate goals, priorities and vision, and recognise achievements

- Assist the team or unit to understand organisational directions and explain the reasons behind decisions
- Ensure that team and unit objectives lead to the achievement of business outcomes that align with organisational policies
- Ensure team members understand how their activities create value for the organisation, customers and stakeholders
- Encourage team members to strive for ongoing performance improvement
- Recognise and acknowledge high individual and team performance

Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept

	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate