

# Role Description

## Procurement Support Officer

<b>Cluster</b>	Stronger Communities
<b>Agency</b>	Legal Aid NSW
<b>Division/Branch/Unit</b>	Procurement
<b>Classification/Grade/Band</b>	Grade 3/4
<b>ANZSCO Code</b>	511112
<b>PCAT Code</b>	1139191
<b>Date of Approval</b>	17 May 2024
<b>Agency Website</b>	<a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>

### 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 the two satellite offices located at Walgett and Bourke 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 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

Provides a broad range of administrative services to support the unit's program of work and facilitate the delivery of business operations.

### Key accountabilities

- Provide a range of procurement and support services, including RF/x administration, allocating requests, records management, routine correspondence, data entry, meeting and event coordination, to support the effective operation of the Procurement team
- Respond to enquiries, escalate and redirect tasks/issues as required, to ensure the provision of accurate information and the timely and effective resolution of tasks/issues
- Coordinate and manage records and databases, complying with procurement and administrative systems, processes and policies, to ensure that all information is accurate, stored correctly and accessible
- Complete routine financial transactions and purchasing services, ensuring compliance with agency standards and procedures

- Compile and coordinate monthly Procurement reports derived from the Contracts Management Database system LEX
- eTender RFT and GIPA administration and reporting
- Collect and compile information for, and prepare documentation and correspondence in line with quality and organisational requirements, to support information flow and inform decision making
- Provide support to the Procurement Governance Board when needed

## Key challenges

- Delivering quality procurement and administrative services in line with agreed standards, time frames and milestones, given tight time frames and the need to maintain accuracy and attention to detail

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Escalate issues and provide updates</li> </ul>
Work team	<ul style="list-style-type: none"> <li>• Support the team, participate in meetings, share information and provide input on issues</li> </ul>
Clients/customers	<ul style="list-style-type: none"> <li>• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues</li> </ul>
Clients/customers	<ul style="list-style-type: none"> <li>• Manage the flow of information and provide advice and responses</li> </ul>
<b>External</b>	
Customers/suppliers	<ul style="list-style-type: none"> <li>• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues</li> </ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions under their direct control as directed by their Manager and refers to the team Manager decisions that require significant change to outcomes or time frames; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

### Reporting line

This role reports to the Procurement Advisor

### Direct reports

This role has no direct reports

### Budget/Expenditure

As per the LANSW Financial Delegations

## Key knowledge and experience





Higher diploma qualifications in a relevant discipline to facilitate effective procurement and/or relevant industry experience in a public sector agencies or commercial enterprises.

## 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](http://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
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Intermediate
	Project Management	Foundational

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral 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	Behavioral Indicators
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>• Build a supportive and co-operative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes which were achieved by effective collaboration</li> <li>• Engage other teams/units to share information and solve issues and problems jointly</li> <li>• Support others in challenging situations</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Understand the team/unit objectives and align operational activities accordingly</li> <li>• Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioral Indicators
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments</li> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>