|  |  |  |
| --- | --- | --- |
| **Cluster** | Justice | |
| **Division/Branch/Unit** | Office of the General Counsel | |
| **Location** | Sydney | |
| **Classification/Grade/Band** | Clerk Grade 3 / 4 | |
| **ANZSCO Code** | 599214 | |
| **Role Number** | TBA | |
| **PCAT Code** | 1227192 | |
| **Date of Approval** | 19 May 2016 (Gen 0011) | **REF: OGC 0021** |
| **Agency Website** | [www.lawlink.nsw.gov.au](http://www.lawlink.nsw.gov.au) | |

# Primary purpose of the role

##### Provide legal, clerical and administrative support to solicitors and legal staff within the Office of the General Counsel (OGC).

# Key accountabilities

* Provide legal, clerical and administrative support and high quality client service in a professional manner.
* Undertake legal research and make enquiries as directed by solicitors and other legal staff.
* Answering and screening telephone calls and enquiries in a professional and responsive manner.
* Provide word-processing and data entry services and draft submissions, correspondence, such as, letters, memoranda, agenda, briefing notes and related documentation in line with departmental approved style guidelines and policies/procedures.
* Assist in the co-ordination, as required of diary and the commitments of solicitors, including arranging of travel and meetings etc.
* Assist with financial management processes including the checking of accounts payable and the preparation of vouchers for payment for approval.
* Undertake research, enquiries, projects and any other matters as directed by the business centre manager.

# Key challenges

* Contributing to effective working relationships within the office.
* Prioritising own workload and managing competing deadlines.
* Maintaining a high level of professionalism when communicating with staff and clients.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Solicitors/management | For instruction, guidance and advice |
| Unit and departmental staff | To provide and receive information and advice |
| **External** |  |
| External Agencies | To share, receive and obtain information. |
| Non-government organisations and members of the public | To share, receive and obtain information. |

# Role dimensions

## Decision making

##### The role has a degree of autonomy in the day-to-day delivery of administrative support services and generally responds to priorities set by solicitors and management.

## Reporting line

##### The role reports to the Senior Legal Officer / Principal Solicitor / Manager / Director of the functional unit

## Direct reports

##### N/a

## Budget/Expenditure

##### N/a

# Essential requirements

##### Experience in providing legal, clerical and administrative support and client service.

##### Current and valid Working with Children Check Clearance.

# Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/Sector-Support/Capability-Framework/Tools-and-Resources>

## 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** |
|  | Display Resilience and Courage | Foundational |
|  | Act with Integrity | Intermediate |
|  | **Manage Self** | **Intermediate** |
|  | Value Diversity | Foundational |
|  | Communicate Effectively | Intermediate |
|  | **Commit to Customer Service** | **Intermediate** |
|  | Work Collaboratively | Foundational |
|  | Influence and Negotiate | Foundational |
|  | Deliver Results | Intermediate |
|  | Plan and Prioritise | Intermediate |
|  | **Think and Solve Problems** | **Intermediate** |
|  | Demonstrate Accountability | Foundational |
|  | **Finance** | **Intermediate** |
|  | 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**  Manage Self | Intermediate | Adapt existing skills to new situations  Show commitment to achieving work goals  Show awareness of own strengths and areas for growth and develop and apply new skills  Seek feedback from colleagues and stakeholders  Maintain own motivation when tasks become difficult |
| **Relationships**  Commit to Customer Service | Intermediate | Support a culture of quality customer service in the organisation  Demonstrate a thorough knowledge of the services provided and relay to customers  Identify and respond quickly to customer needs  Consider customer service requirements and develop solutions to meet needs  Resolve complex customer issues and needs  Co-operate across work areas to improve outcomes for customers |
| **Results**  Think and Solve Problems | Intermediate | Research and analyse information and make recommendations based on relevant evidence  Identify issues that may hinder completion of tasks and find appropriate solutions  Be willing to seek out input from others and share own ideas to achieve best outcomes  Identify ways to improve systems or processes which are used by the team/unit |
| **Business Enablers**  Finance | Intermediate | Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending  Take account of financial and budget implications, including value for money in planning decisions  Present basic financial information to a target audience in an appropriate format  Understand financial audit, reporting and compliance obligations and the actions needed to satisfy them  Display an awareness of financial risk and exposure and solutions to address these |