Role Description
Senior Legal Secretary

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Crown Solicitors Office
Division/Branch/Unit	Legal Support
Role number	Various
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	521212
PCAT Code	1117172
Date of Approval	29 March 2023
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

Provide best practice legal secretarial and administrative services to support Practice Group Leaders including triage, allocation, and coordinating the progress of matters, to ensure that Practice Group Leaders are fully supported in the delivery of legal services to clients.

Key accountabilities

- Provide high quality and efficient executive support and administrative services including diary management, preparing for meetings, drafting correspondence, facilitating efficient billing and related processes, legal file creation and maintenance within CSO standards in order to support Practice Group leaders in managing their practice.
- Monitor, triage and allocate all incoming correspondence and requests for legal services to the appropriate solicitor, including liaising with the Director of Legal Practice Group on matters requiring further consideration.
- Maintain relevant practice management and administrative systems to ensure information is captured and communicated in a timely manner in accordance with organisational guidelines and requirements.
- Effectively utilise the organisation's filing systems to create, store, retrieve and track practice group files and matter information to ensure the accurate and safe storage of information in accordance with organisational and client/tender guidelines and requirements.

- Direct legal support allocations, monitor arrangements and oversee operational workloads of legal secretaries to ensure that the work of the legal support team is progressed and completed in a timely and accurate manner.
- Research, collate and summarise information and prepare a range of documentation as required to ensure the Leadership team are well prepared to make informed decisions.

Key challenges

- Managing a high volume of work with competing demands given the environment is evolving and unpredictable.
- Maintaining communication and negotiation within the team when there are conflicting deadlines.
- Exercising discretion and judgment in a non-confrontational manner given the need to diffuse situations when dealing with difficult clients.

Key relationships

Internal

Who	Why
Legal Support Manager	Escalate issues, receive guidance and seek information.
Practice Group Leader and Solicitors	Receive instructions, clarify instructions, and receive guidance.
Legal Secretaries and Jr. Legal Secretaries	Provide guidance, advice and training, monitor and coordinate operational workloads within the legal practice group.

External

Who	Why
Clients	Professionally engage with all clients of the Crown Solicitor, including government officials, legal staff in other government departments, members of the legal profession and other members of the public involved in legal matters.

Role dimensions

Decision making

The Senior Legal Secretary acts within the policy and procedural guidelines established for the CSO. The Senior Legal Secretary assesses the priorities of legal secretarial work to be undertaken within their assigned legal practice group on a daily basis. They seek further assistance and advice from the Legal Support Manager in times of high workloads, to ensure that the work of all solicitors in the practice group is undertaken within required timeframes. The Senior Legal Secretary must always exercise discretion in relation to the information provided to external clients.

Reporting line

This role reports to the Legal Support Manager

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Proficiency in the use of Microsoft Office Suite including advanced word processing and data entry skills.
- Demonstrated experience providing high level secretarial and administrative support in a legal office or professional services environment.

Essential requirements

- Nil

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
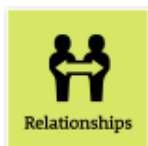
Focus capabilities

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
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• 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 • Stay motivated when tasks become difficult	Intermediate

|	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly	Intermediate
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	Intermediate
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	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
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Foundational