Role Description
Executive Assistant

Legal Aid
NEW SOUTH WALES

Cluster	Justice
Agency	Legal Aid
Division/Branch/Unit	Crime
Location	Central Sydney
Classification/Grade/Band	Clerk Grade 7/8
Role Number	51000204
ANZSCO Code	521111
PCAT Code	1131592
Date of Approval	20 June 2019

Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 23 regional offices in metropolitan and regional centres across NSW 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, people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some groups who may experience difficulties when enforcing and defending their rights.

Legal Aid NSW provides legal advice, information, minor assistance and legal representation 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

Provide a broad range of executive, secretarial and high level administrative services to support the Director Criminal Law and the Deputy Director Criminal Law to achieve organisational objectives.

Key accountabilities

- Act as the Senior Executive/s point of contact, analyse and assess requests in order to prioritise matters, and initiate action exercising discretion and maintaining confidentiality to facilitate the optimal use of the time of the Criminal Law Executive
- Manage the Executive's diary appointments, coordinate travel arrangements and schedule and support meetings to facilitate the effective management of the Criminal Law Division
- Coordinate meetings with direct reports, internal meeting groups, and external stakeholders including setting up, attending, preparing minutes and taking necessary follow up action required for the Criminal Law Executive

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- Prepare, coordinate and review high level communication including submissions, briefing notes and correspondence, to respond to enquiries, complaints and ministerials
- Research, collate and coordinate reports, advice and briefings on complex policy and operational matters to support informed decision making and planning
- Monitor and evaluate administrative practices, systems and procedures within the Criminal Law Division to optimise efficiency and support the delivery of quality outcomes

Key challenges

- Managing competing priorities and providing consistently high levels of support, given heavy workloads, short deadlines, and the need to maintain confidentiality and act with discretion

Key relationships

Who	Why
Internal	
Director Criminal Law	• Provide support; escalate issues and propose solution; receive guidance and provide regular updates on key projects, issues and priorities
Deputy Director Criminal Law	• Provide support; escalate issues and propose solution; receive guidance and provide regular updates on key projects, issues and priorities
Stakeholders	• Manage the flow of information, seek clarification and provide advice and responses • Develop and maintain effective working relationships and open channels of communication • Provide assistance as requested by the Crime Executive
External	
Stakeholders	• Manage the flow of information, seek clarification and provide advice and responses; respond to and coordinate urgent requests for information

Role dimensions

Decision making

The role operates with some autonomy in respect to their day to day work priorities and the coordination of work in order to manage the administrative functions for the Criminal Law Executive.

Reporting line

Director, Criminal Law

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

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	**Adept**
	Manage Self	**Adept**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

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 Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour

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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	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
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 Plan and Prioritise	Intermediate	• Understand the team/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 impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • 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

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