

ROLE DESCRIPTION

Legal Information Group Team leader

Cluster	Stronger Communities	
Agency	Legal Aid NSW	
Division/Branch/Unit	LawAccess NSW	
Location	Parramatta	
Classification/Grade/Band	Clerk Grade 5/6	
ANZSCO Code	541111	
Role Number	TBD	
PCAT Code	1119192	
Date of Approval	6 May 2014 (updated 5 August 2024)	Ref: LawAc0001
Agency Website	http:// www.legalaid.nsw.gov.au	

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 two satellite offices at Bourke and Walgett 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 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

Lead coach and develop a team providing legal information and referrals to members of the public through meaningful interactions in a high-volume environment. This role is primarily responsible for supporting Information Officers to provide a person first customer service that embodies the Legal Aid Client Service Standards, meets compliance and quality standards, and contributes to achievement of meeting Service Level expectations while working within legislative requirements and enhancing the operations of LawAccess NSW.

Key accountabilities

- Coaching, developing and motivating Legal Information Group staff to ensure they stay up to date on the knowledge and skills they need to achieve their objectives and deliver meaningful interaction with accurate information and referrals provided.
- Regular communication with Legal Information Group staff to lead with and enhance connectedness and culture through a range of communication strategies including team meetings, one on one sessions, information sessions, written communication and debriefing
- Monitor the nature of customer inquiries and direct handling of complex or sensitive customer calls and customer complaints and to provide guidance and support to the team to assist them in managing high-

volume sometimes challenging interactions while delivering accurate, professional and person first customer service.

- Utilise LawAccess NSW audio call recordings for coaching and quality assurance purposes and work with the Training Officer and Quality Assurance Officer to identify ongoing training needs coaching in call quality opportunities, customer service and flexible service delivery skills, legal and referral information accuracy and the use of systems, policy and procedure including to the Legal Aid NSW's Client Service Standards.
- Contribute to the engagement and development of staff, by supporting Information Officers – Legal with career development, mentoring, support meeting key performance indicators and service measures and standards.
- Contribute to the development, implementation and review of changes to systems, processes, policies and procedures in conjunction with production team members, Legal Information Group staff and the management team to achieve continuous improvement in service delivery, cost efficiencies, job satisfaction and staff engagement.
- Compilation, analysis and reporting on performance data of Information Officers on a monthly basis and in conjunction with the Contact Centre Manager, identify, monitor and review performance measures and targets to support the recognition of good performance and effective person first management of underperformance.

Key Challenges

- Balancing the requirement to work on various initiatives simultaneously; managing immediate and longer-term work priorities whilst maintaining an awareness of team dynamics and providing coaching and development; ensuring that person first service delivery is at the forefront of all business and management practices.
- Promoting and maintaining a culture of fun at work where innovation and creativity are valued; managing staff motivation, health, attendance and retention in an environment where staff are expected to undertake repetitive work and work largely remotely.
- Resolving complex customer issues in accordance with internal policies and procedures whilst managing increasing levels of demand both in terms of call volume and customer expectations, as well as managing and maintaining service standards with a healthy turnover of staff and subsequent high levels of recruitment activity.

Key relationships

Who	Why
Internal	
Contact Centre Manager	For guidance, direction and advice To provide feedback on staff performance and issues
Legal Information Group	Provide leadership, guidance, advice, support and share information Set goals and priorities and provides feedback on an ongoing basis Encourage staff to identify, recommend and implement strategies to continuously improve systems and processes

Who	Why
Service Development Group	Contribute to innovation, implementation and maintenance of resources System maintenance and use of technology
Other Legal Aid Staff	Maintain effective relationships

External	
The Public of NSW	Support the provision of legal information and referrals. Assist with complex inquiries
Stakeholders	Maintain effective relationships including but not limited to Community Legal Centres, The Law Society of NSW, NSW Bar Association, All Legal Aid Staff including Executive and Management.

Role dimensions

Decision making

The Team Leader operates with a high degree of independence in consultation with the Contact Centre Manager to make decisions on issues relating to the supervision of the team and the management and utilisation of staff resources

The Team Leader identifies initiatives and, in conjunction with other staff, make strategic decisions that will assist the Legal Information Group to streamline its processes and provide excellent person first customer service.

Reporting line

The role reports to the Contact Centre Manager.

Direct reports

Information Officers – Legal, Information Officers – Legal (casual) and Aboriginal Information Officers – Legal report to Team Leaders.

Budget/Expenditure

Nil

Key Knowledge and Experience

- Experience in leading, coaching and developing a team in a high-volume fast paced environment.
- An understanding of or the willingness to learn the workings of the NSW Legal System in the areas of Family, Civil, and Criminal law.
- The ability to mentor and keep staff engaged in the role.
- Well-developed customer service experience in the area of person first service delivery

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	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> • Be flexible show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Remain composed and calm under pressure and in challenging situations. • Raise and work through challenging issues and seek alternatives.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately. Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Share information across teams and units to enable informed decision making Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a customer focused culture 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	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Apply creative thinking techniques to generate new ideas and options to address issues and improve the user experience Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> 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
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> Look for ways to develop team capability and recognise and develop individual potential Effectively support and manage team members who are working flexibly and in various locations

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• 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• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes.• Adjust performance development processes to meet the diverse abilities and needs of individuals and teams.• Be aware of the influences of bias when managing team members.• Seek feedback on own management capabilities and develop strategies to address any gaps.• Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way.• Monitor and report on team performances in line with established performance development frameworks.• Develop work plans that consider capability, strengths and opportunities for development.
