Role Description
Client and Courts Engagement Officer

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Crown Solicitors Office
Division/Branch/Unit	Legal Operations
Role number	TBC
Classification/Grade/Band	Clerks Grade 7/8
Senior executive work level standards	Not Applicable
ANZSCO Code	TBC
PCAT Code	TBC
Date of Approval	TBC
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

Support the Director in the management of information flow between clients and Courts and the CSO by developing and implementing practices and standards focussed on client service and best practice information management. This role works collaboratively with key stakeholders to develop and drive initiatives to facilitate the provision of quality, timely, efficient and effective legal services and manages a legal support team to ensure the provision of high-quality client focused legal services.

Key accountabilities

- Act as an interface between the client/Coroners Court and the practice group to enable and coordinate the sharing of information, including tracking of new matters and progress of matters, to enable responsive and efficient legal assistance in matters.
- Work in consultation with key internal and external stakeholders, including key clients, to manage the flow of information and remain apprised of key matter updates.
- Prepare management and operational reports, to respond to enquiries from the client, Coroners Court and/or other internal and external stakeholders providing support to enable informed decision making and meet operational requirements with a high degree of reliability, integrity and accuracy.
- Develop procedures, practices and standards including coordination and review of work practices and processes to deliver effective outcomes, meet service delivery needs and minimise business risks.

- Identify opportunities to enhance practice management and business intelligence systems to meet current and future needs and improve efficiency and effectiveness of service delivery.
- Manage the legal support staff in the practice group, regularly monitoring the level of support and quality of services provided and providing guidance and feedback to maximise productivity and ensure achievement of service standards.

Key challenges

- Plan and prioritise workload to meet tight deadlines by providing high-quality service in a timely fashion, in an environment of rapidly changing priorities.
- Establish and manage key stakeholder relationships whilst promoting a culture of enhanced client service delivery, collaboration, teamwork and cooperation.
- Implement improved processes and systems across the legal support team, to streamline the provision of high-quality legal support.

Key relationships

Internal

Who	Why
Senior Legal Support Manager	• Receive direction and guidance and escalate complex issues, including on people matters. • Provide updates, information and recommendations on initiatives and other client matters.
Director, Legal Practice Group	• Escalate issues and receive guidance, including on people matters • Provide updates and receive guidance on initiatives and process improvements
Legal Support Manager	• Collaborate and consult on process and procedure efficiencies
Legal Operations Employees	• Provide instructions and guidance

External

Who	Why
Legal Practitioners and stakeholders in the judiciary, court registry and/or relevant inquiries	• Develop and maintain positive working relationships
The Registrar and registry staff at the Coroners Court of NSW and the Executive Officer to the NSW State Coroner and staff within the State Coroner's office	• Share, receive and collaborate on exchanging information
Department of Communities and Justice Legal Team	• Share, receive and collaborate on exchanging information

Role dimensions

Decision making

This role has a high level of autonomy and is accountable for the delivery of work assignments and projects on time, and to expectations in terms of quality, deliverables and outcomes. The Director, Legal Practice

Group relies on the role to efficiently manage the legal support team and develop initiatives focussed on enhancing information management and client service.

Reporting line

This role reports to the Senior Legal Support Manager. The Client Engagement Officer works closely to the Director Legal Practice Group for guidance, instructions and project priorities relating to the practice group.

Direct reports

Practice Group legal support team of 7-15 employees.

Budget/Expenditure

Nil

Key knowledge and experience

- Knowledge of legal practice management systems and use of reporting tools
- Knowledge of the justice system in NSW including a specific understanding of the legislative and parliamentary process, the specific roles and responsibilities of the Attorney General and the Department of Justice.

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

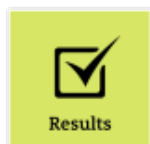| Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult	Intermediate
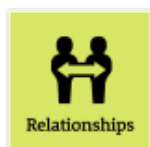
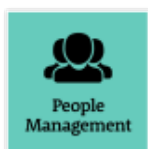|	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • 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
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness	Adept
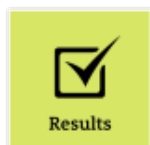
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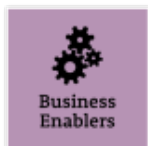
|	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance 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
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	• Collaborate to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely and actionable feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolving issues • Effectively support and manage team members who are working flexibly and in various locations • 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	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	Foundational
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational

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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	Foundational
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Foundational
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
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
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational

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