

Role Description

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 1/2
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 legal secretarial support to solicitors in a specialist legal practice group and undertake a range of administrative tasks to ensure that solicitors are fully supported in the delivery of legal services to clients.

Key accountabilities

- Provide quality and efficient general legal support including preparing for meetings, registering and updating matter documents, prepopulating standard correspondence and court document templates, and preparing and maintaining schedules in order to assist solicitors in managing their practice.
- 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 files and matter information to ensure the accurate and safe storage of information in accordance with organisational and client/tender guidelines and requirements.

- Liaise with external stakeholders including legal practitioners, witnesses and court registry staff to obtain and provide all necessary information and assistance including responding to enquiries and escalating issues appropriately to ensure queries are responded to in a timely manner.
- Provide routine administrative support including facilitating efficient billing and related processes to ensure solicitors are supported in the conduct of their matters.

Key challenges

- Providing timely and accurate support to solicitors in a demanding environment with changing priorities.
- 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, keep informed, seek advice and receive instructions
Solicitors	Receive instructions, clarify instructions, keep informed
Senior Legal Secretaries	Receive operational guidance, advice and training, keep informed, seek assistance
Legal Secretaries / Jr. Legal Secretaries	Work collaboratively, seek /offer assistance
CSO teams	Work collaboratively, share information, provide input on issues, respond to queries where possible, or redirect

External

Who	Why
External clients and stakeholders	Deal professionally 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 legal secretary acts within policy and procedural guidelines established for the CSO. The legal secretary assesses priorities of work to be undertaken on a daily basis and seeks operational assistance from the senior legal secretary in the practice group in times of high workloads to ensure that the work of all solicitors in the practice group is undertaken within required timeframes. The 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 and receives guidance from the senior Legal Secretary on day to day operational matters relevant to the legal practice group, such as workload allocation and fee earner support arrangements.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Proficiency in the use of Microsoft Office Suite.
- 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

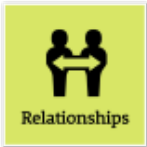
Focus capabilities

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
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Behave in an honest, ethical and professional way• Build understanding of ethical behaviour• Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation• Speak out against misconduct and illegal and inappropriate behaviour• Report apparent conflicts of interest	Foundational



Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Speak at the right pace and volume for diverse audiences
- Allow others time to speak
- Listen and ask questions to check understanding
- Explain things clearly using inclusive language
- Be aware of own body language and facial expressions
- Write in a way that is logical and easy to follow
- Use various communication channels to obtain and share information

Foundational



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
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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational