

Role Description

Event Coordinator (L&OD)

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Human Resources (L&OD)
Classification/Grade/Band	Clerk 9/10
Location	Central Sydney
ANZSCO Code	223311
PCAT Code	3224382
Date of Approval	2 April 2024
Agency Website	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 the two satellite offices located at Walgett and Bourke 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, 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

Plan, lead, coordinate and manage events on behalf of Legal Aid NSW and provide assistance to the wider organisation in the organisation and implementation of events including divisional conferences, award ceremonies and community days.

The position holder works in the Learning and Organisational Development team to drive coordination and implementation for Legal Aid NSW events.

Key accountabilities

- Providing subject matter expertise and support to plan, develop and deliver events for practice areas and the wider organisation.
- Leading the development, implementation, evaluation and ongoing review of the Legal Aid NSW Rewards and Recognition program.
- Developing and maintaining an organisation wide calendar of events in consultation with staff throughout the organisation, specialist groups such as the Communications and ICT teams, and external stakeholders.
- Collaborating with Communications and ICT to develop resources, including guidelines and tip sheets, to support the divisions to develop and deliver events that are purposeful, effective and relevant.

- Collaborating with Legal Staff Education Coordinator (Crime), Training and Education Officer (Family) and Senior Project Officer Professional Development (Civil) or equivalent positions to provide advice and support on the coordination of divisional events and conferences and ensure effective communication and cross practice collaboration.
- Coordinating Legal Aid NSW merchandise for distribution at events.

Key challenges

- Provide consistency and a focus on quality in the organisation's approach to event coordination.
- Effectively collaborating with practice areas for event coordination to ensure organisational values and commitments are upheld and events are effective and successful.
- Engaging in effective consultation with internal and external stakeholders to improve and maintain existing organisational initiatives.

Key relationships

Who	Why
Internal	
Manager, L&OD	Support and guidance and reports to this position.
HR Executive	Provide strategic advice as required.
Practice Area Event Coordinators and other internal event leads	Provide advice, assistance and support for establishing and coordinating events.
Internal Legal Aid NSW teams, including ICT and Communications	Liaise to coordinate event schedules and communications, and to resource and support the effective delivery of initiatives across a range of modes and platforms.
External	
External stakeholders providing professional services such as venues, photography or videography, or supplying merchandise.	Establish and maintain effective relationships for successful coordination of organisation events and promotion of Legal Aid NSW.
Government and other professional stakeholders	Engaging professional stakeholders to participate in organisation events when appropriate to further support the learning and development of internal staff.
Legal and non-legal service providers	Work in partnership or collaboration to develop and coordinate events to staff within the organisation.

Role dimensions

Decision making

The role works with a high level of autonomy on a day-to-day basis in collaboration with various teams throughout Legal Aid NSW and as directed by the Manager, Learning and Organisational Development. The role provides advice and escalates issues to the Manager, Learning and Organisational Development.

Reporting line

Manager, Learning and Organisational Development

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements





Tertiary qualification in Human Resources, Education, Event Management or a related field or demonstrated experience in a similar role.

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

Human Resources Professionals Capability Set		
Capability Group	Capability Name	Level
	Workforce Strategy	not applicable
	Organisational Design	Level 2
	Talent Management	not applicable



Organisational Culture	Level 1
Workforce Relations	not applicable
Workforce Insights	not applicable
Employee Services	not applicable

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/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships		
Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups 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
Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Results		
Plan and Prioritise	Adept	<ul style="list-style-type: none"> Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work Initiate, prioritise, consult on and develop team/unit goals, strategies and plans

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Business Enablers		
Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects •
People Management		
Inspire Direction and Purpose	Adept	<ul style="list-style-type: none"> • Promote a sense of purpose within the team and enable others to understand the strategic direction of the organisation • Translate broad goals into operational needs and explain the links for the team • Link team performance goals to team/unit goals to ensure implementation of government policy • Ensure team objectives and outcomes lead to implementation of government policy • Recognise and acknowledge high individual/team performance