

Role Description

Paralegal Officer

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	Operations Group / Legal Services Directorate
Location	105 Phillip St, Parramatta
Classification/Grade/Band	Clerk grade 3/4
Kind of employment	Ongoing
Child Related Role	Yes
Role number	various
ANZSCO Code	271299
PCAT Code	1 1 2 81 92
Date of Approval	October 2020
Agency Website	education.nsw.gov.au

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

The Legal Services directorate supports schools, regional and state offices to navigate the law to put students at the centre of decision-making. We are a trusted and credible partner, delivering excellent service and promoting community confidence in public education. Our legal advice and expertise builds organisational capabilities so that every student, every teacher, every leader and every school can improve, every year.

Primary purpose of the role

The Paralegal Officer provides legal, clerical and administrative support to legal officers and other staff within the Legal Services directorate.

Key accountabilities

- Provide legal, clerical and administrative support and high quality client service in a professional manner.
- Respond to complex and sensitive enquiries and issues in accordance with the Department's standards, policies and procedures to provide accurate information regarding redress claims and other legal matters
- Undertake research and projects work, draft legal documents (under supervision) and provide related administrative and legal support as required to contribute to the efficient operation of the directorate.
- Communicate with tact and discretion and refer enquiries to relevant Legal Services directorate officers to

support school principals and other senior officers in the effective management of the Department's operations.

- Assist with the preparation and delivery of legal education and training programs to internal and external stakeholders and clients to build capacity and understanding across the Department.

- Assist with the collection of relevant legal data for reporting that informs and improves the Department's operations.

Key challenges

- Prioritising work and exercising sound judgement in an environment of challenging workloads, non-negotiable completion deadlines and competing demands for limited resources.

- Keeping up-to-date on legal developments and procedures relevant to practice area and identifying training and development to support delivery of legal services.

- Building and maintaining strong working relationships with team members.

Key relationships

Who	Why
Internal	
Line Manager	<ul style="list-style-type: none">• Receive assigned work and instructions and escalate sensitive issues• Clarify instructions and guidance, negotiate priorities• Report on progress against work plans and receive performance feedback
Team members	<ul style="list-style-type: none">• Develop and maintain effective relationships and open channels of communication• Work collaboratively to foster effective service to achieve the directorate's business outcomes
Other Education divisions	<ul style="list-style-type: none">• Provide timely and accurate legal and support services within negotiated timeframes, under supervision of legal officers• Develop and maintain effective working relationships
External	
External stakeholders	<ul style="list-style-type: none">• Assist legal officers to engage with external stakeholders and provide legal services across a range of departmental activities• Deliver information and transactional processing to resolve enquiries and requests, under supervision

Role dimensions

Decision making

The role

- has a degree of autonomy to set priorities of own workload in alignment with management

- with management guidance, develops a suitable approach in managing work and providing input for team planning and projects.

Reporting line

Reports to Principal Legal Officer, Senior Legal Officer or Legal Officer, depending on the practice area.

Direct reports

Nil

Essential requirements

Legal qualifications with eligibility to hold a current NSW legal practising certificate, or recent substantial completion of legal studies leading to a law degree for practice in NSW

Working with Children Check clearance for paid employment or ability to apply for clearance as this is a child-related role

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	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way• Support a culture of integrity and professionalism• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct• Recognise and report misconduct and illegal and inappropriate behaviour• Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• 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	Intermediate

- 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



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Identify the facts and type of data needed to understand a problem or explore an opportunity
- Research and analyse information to make recommendations based on relevant evidence
- Identify issues that may hinder the completion of tasks and find appropriate solutions
- Be willing to seek input from others and share own ideas to achieve best outcomes
- Generate ideas and identify ways to improve systems and processes to meet user needs

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

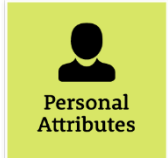
Intermediate




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.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
	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	Intermediate

	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	Intermediate
	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
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	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
	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

Occupation specific capability set – Legal Professionals Capability Set link			
	Legal Capability	Behaviours	Level
 Legal	Legal Research	Undertake legal research	Level 1
	Legal Advice	Provide quality independent legal advice and explanation of legal issues	Level 1
	Legal drafting	Prepare legal documents to achieve client outcomes	Level 1