

# Role Description

## Junior Legal Secretary



<b>Cluster/Agency</b>	Justice / Crown Solicitor's Office
<b>Division/Branch/Unit</b>	Legal Practice Group
<b>Location</b>	Sydney
<b>Classification/Grade/Band</b>	Clerk General Scale
<b>ANZSCO Code</b>	521212
<b>Role Number</b>	Various
<b>PCAT Code</b>	1117172
<b>Date of Approval</b>	17 September 2015
<b>Agency Website</b>	<a href="http://www.cso.nsw.gov.au">www.cso.nsw.gov.au</a>

### 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 provides core legal services to the NSW Government on a cost recovery basis and competes with the private sector for general legal work.

The CSO, headed by the Crown Solicitor, is a Public Service Executive agency related to the Department of Justice under the Government Sector Employment Act 2013. The CSO's business initiatives are linked to the Department's and Government's goals and directions in terms of the delivery of quality client services and responsiveness to the needs of the NSW Government and its agencies.

The CSO's vision is to be:

- the legal service provider of choice for NSW Government Agencies.
- the legal services employer of choice.

The CSO provides quality legal services to the NSW government and its agencies.

Legal services are provided to the clients of the Crown Solicitor through specialist Legal Practice Groups. The Crown Solicitor heads a Legal Practice Group focusing on Government Law issues. Other Legal Practice Groups are organised into four Legal Divisions, and each Division is headed by an Assistant Crown Solicitor. Each Legal Practice Group is headed by an executive lawyer at Director level.

The Corporate Services Division comprises: Finance and Support Services; Human Resources; Information Technology; Information Services and Marketing and Communications. The Division drives practice consistency and excellence in corporate service delivery. With a strong client focus, it delivers critical corporate functions to support the delivery of excellent legal services.

### Primary purpose of the role

Provide legal secretarial support to one or two 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 accurate and timely secretarial support to solicitors in the preparation of legal documentation and correspondence which conforms to CSO house style and standards to support the delivery of legal services.
- Participate in the two-year rotation program to support skills development and experience in the work of various legal practice groups.
- Provide professional and responsive client service over the telephone and via other enquiries received in the practice group, providing informed messages to solicitors to enable them to take appropriate and timely action.
- Register all documents in CSO's document management system, recording accurate and timely data in CSO's legal practice management system, ensuring that electronic and physical files are organised, up-to-date and compliant and on matter completion, prepare legal files for closure to contribute to the day to day management of legal files.
- Undertake a range of administrative tasks for solicitors, including photocopying, assembly and distribution of briefs to counsel, mail outs, processing invoices, arranging couriers, travel and accommodation etc. to enable solicitors to dedicate their time to the provision of high level legal tasks.
- Arrange appointments, attend to all preparation for meetings and record all key dates and information in the diary to support solicitors with the organisation of their schedules.

## Key challenges

- Providing timely and accurate secretarial and administrative 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

Who	Why
<b>Internal</b>	
Legal Support Manager	Receive mentoring, escalate issues, keep informed, seek advice and receive instructions
Solicitors	Receive instructions, clarify instructions, keep informed
Senior Secretary	Receive guidance, advice and training, keep informed, seek assistance
Legal Secretaries	Receive guidance, advice and training, keep informed
<b>External</b>	
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 junior legal secretary acts within policy and procedural guidelines established for the CSO. The junior legal secretary assesses priorities of work to be undertaken on a daily basis and seeks 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 junior 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.

### Direct reports

Nil

### Budget/Expenditure

Nil

### Essential requirements




- Qualified at Higher School Certificate standard
- Certificate III in Business Administration or higher qualification.
- Typing speed of 45 wpm with 98% accuracy, in accordance with Australian Standard No. 2708/2001 certification is required.


### 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](http://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	Foundational
	<b>Act with Integrity</b>	<b>Foundational</b>
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Foundational</b>
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	<b>Plan and Prioritise</b>	<b>Foundational</b>
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Finance	Foundational
	<b>Technology</b>	<b>Foundational</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational

### 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
<b>Personal Attributes</b> Act with Integrity	Foundational	<ul style="list-style-type: none"> <li>Behave in an honest, ethical and professional way</li> <li>Take opportunities to clarify understanding of ethical behaviour requirements</li> <li>Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role</li> <li>Speak out against misconduct, illegal and inappropriate behaviour</li> <li>Report apparent conflicts of interest</li> </ul>
<b>Relationships</b> Communicate Effectively	Foundational	<ul style="list-style-type: none"> <li>Speak at the right pace and volume for varied audiences</li> <li>Allow others time to speak</li> <li>Display active listening</li> <li>Explain things clearly</li> <li>Be aware of own body language and facial expressions</li> <li>Write in a way that is logical and easy to follow</li> </ul>
<b>Results</b> Plan and Prioritise	Foundational	<ul style="list-style-type: none"> <li>Plan and coordinate allocated activities</li> <li>Re-prioritise own work activities on a regular basis to achieve set goals</li> <li>Contribute to the development of team work plans and goal setting</li> <li>Understand team objectives and how own work relates to achieving these</li> </ul>
<b>Business Enablers</b> Technology	Foundational	<ul style="list-style-type: none"> <li>Display familiarity and confidence in the use of core office software applications or other technology used in role</li> <li>Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li> <li>Understand information, communication and document control policies and systems, and security protocols</li> <li>Comply with policies on acceptable use of technology</li> </ul>