

Role Description

Executive Assistant

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Client Service
Classification/Grade/Band	Clerk Grade 5/6
ANZCO Code	521111
PCAT Code	1131592
Date of Approval	20 October 2023
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 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, people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some groups who may experience difficulties when enforcing and defending their rights.

Legal Aid NSW provides legal advice, information, minor assistance and legal representation 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

Provide executive support, administrative services and project assistance to the Executive Director Client Service and Public Engagement and Client Service Division to facilitate business operations and strategic objectives.

Key accountabilities

- Provide high-level secretariat support for meetings with internal and external stakeholders including scheduling, preparation of agendas, minute taking and communications.
- Undertake a broad range of administrative duties including diary management, travel arrangements, correspondence, briefing notes and presentations.
- Assess and prioritise requests to ensure optimal use of Executive time
- Support the coordination of Client Service events, including conferences, forums and professional development programs.
- Assist with the preparation and delivery of division-wide communications and information dissemination
- Gather, collate and provide background information and data for the executive to support informed decision making and planning.

- Provide project and operational support for client service initiatives using effective time management, planning and organisational skills.

Key challenges

- Managing competing priorities and providing consistently high levels of executive support within tight deadlines whilst maintaining confidentiality and exercising sound professional judgement and discretion.
- Ensure ongoing compliance with approved policies, systems, processes and practices.
- Negotiating outcomes with stakeholders including staff, other business units and external parties on behalf of the Executive Director..

Key relationships

Who	Why
Internal	
Executive Director, Client Service and Public Engagement	<ul style="list-style-type: none"> • Provide support, guidance and direction • Provide day to day supervision
Client Service Senior Managers Executive	<ul style="list-style-type: none"> • Seek and provide advice, information and support for projects, events, meetings and other deliverables
External	
Stakeholders	<ul style="list-style-type: none"> • Represent the Client Service Division in interactions with internal and external stakeholders

Decision making

The role operates with some autonomy in the day to day priorities and coordination of work in order to manage the administrative functions for the Client Service Division and support project deliverables.

Reporting line

Executive Director, Client Service and Public Engagement

Direct reports

Nil

Budget/Expenditure

Nil

Essential Requirements





Fully vaccinated against COVID 19 prior to commencing in the 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	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

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 Act with Integrity	Intermediate	<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 follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> • 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 • Maintain own motivation when tasks become difficult
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Understand the team/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 impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none">• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
		<ul style="list-style-type: none">• Perform basic research and analysis which others will use to inform project directions• Understand project goals, steps to be undertaken and expected outcomes• Prepare accurate documentation to support cost or resource estimates• Participate and contribute to reviews of progress, outcomes and future improvements• Identify and escalate any possible variance from project plans