

# Role Description

## Senior Compliance and Reporting Officer



Role Description Fields	Details
Portfolio	Communities & Justice
Department/Agency	Crown Solicitor's Office
Division/Branch/Unit	Corporate Services Division
Role number	TBC
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
ANZSCO Code	599599
PCAT Code	TBC
Date of Approval	04 September 2024
Agency Website	<a href="http://www.cso.nsw.gov.au">www.cso.nsw.gov.au</a>

### 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](http://www.cso.nsw.gov.au).

### Primary purpose of the role

Ensure organisational adherence to legal panel compliance requirements by developing, implementing, and monitoring compliance programs, conducting audits, and generating comprehensive reports. This role serves as a crucial link between compliance obligations and Civil Law & Commercial Strategy Division business operations, working to mitigate risks, maintain standards, and support informed decision-making across the CSO.

### Key accountabilities

- Oversee legal panel compliance and reporting activities across all divisions, ensuring adherence, timeliness, accuracy and completeness of all reports generated in accordance with the panel reporting requirements.
- Develop, improve and implement panel compliance protocols, including guidance material and reporting instructions for internal stakeholders, to build staff awareness and capability to comply with and report against panel requirements.

- Receive, review and prepare responses to ad-hoc panel compliance reports, in consultation with the Assistant Crown Solicitor, Civil Law and Commercial Strategy.
- Coordinate and prepare reports to ensure compliance with reporting requirements under the NSW Government Guiding Principles for Civil Claims for Child Sexual Abuse
- Collaborate and communicate with the Civil Law & Commercial Strategy Division and other stakeholders to develop efficiency structures for ad hoc, monthly and annual reporting.
- Work closely with solicitors and other key stakeholders to gather data for reports, including supporting data gathering and preliminary review of information when necessary, to support informed decision making and compliance with reporting requirements.
- Manage the CSO Compliance and Reporting team and function responsible for data collation and quality checks to deliver high standard reports and other documents required by CSO clients.
- Support the decommissioning process of MatterSphere, including gathering and providing advice on panel reporting requirements and provide feedback on solutions for data storage, reporting and migration to new systems to ensure the retention of key information.

## Key challenges

- Delivering a range of reports and support services, given tight deadlines, strict KPIs, limited resources and the need to manage competing priorities.
- Keeping abreast of changing client requirements and ensuring updates are reflected in compliance and reporting guidelines and procedures.
- Explaining panel requirements to legal support staff and solicitors with varied levels of understanding and supporting them to adopt best practice.
- Providing accurate advice and recommendations on a range of reporting and other client related requests, given the need to maintain consistent and high-level compliance with agreed KPIs.

## Key relationships

### Internal

Who	Why
Assistant Crown Solicitor	<ul style="list-style-type: none"> <li>• Receive direction and guidance, and escalate complex reporting and compliance related issues.</li> <li>• Provide reports, updates, information and recommendations on reporting and other client requirements.</li> </ul>
Manager, Legal Operations	<ul style="list-style-type: none"> <li>• Escalate issues and receive guidance, including on team leadership and reporting challenges</li> <li>• Provide updates and receive guidance on initiatives and process improvements to meet compliance and reporting requirements</li> </ul>
Directors, Key Relationship Managers and Panel Relationship Managers	<ul style="list-style-type: none"> <li>• Escalate issues regarding non-compliance.</li> <li>• Prepare presentation materials</li> <li>• Prepare reports</li> </ul>
Legal Support Staff and Solicitors	<ul style="list-style-type: none"> <li>• Liaise with and consult regarding data integrity of reporting.</li> </ul>

### External

Who	Why
CSO Clients	<ul style="list-style-type: none"> <li>• Liaise with and consult regarding data integrity of reporting.</li> </ul>

## Role dimensions

### Decision making

The role makes decisions within the appropriate level of delegation assigned to the role. The role has autonomy in coordinating and managing their work and makes decisions on matters under their direct control. The Compliance and Reporting Specialist will need to negotiate tasks and deadlines with Directors and Assistant Crown Solicitors.

The role has discretion in deciding how a task will be conducted, including decisions on who to consult, both within and outside the organisation. The occupant of the role may consult with the Assistant Crown Solicitor or the Manager, Legal Operations on more complex matters.

### Reporting line

Manager, Legal Operations

### Direct reports

2

### Budget/Expenditure

NA

## Key knowledge and experience

- Appropriate tertiary qualifications or relevant professional experience in reporting and compliance in a legal environment.
- Strong working knowledge and experience in utilising reporting functions of practice management systems such as Elite 3E

## 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
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### Manage Self

Show drive and motivation, an ability to self-reflect and a commitment to learning

- Keep up to date with relevant contemporary knowledge and practices
- Look for and take advantage of opportunities to learn new skills and develop strengths
- Show commitment to achieving challenging goals
- Examine and reflect on own performance
- Seek and respond positively to constructive feedback and guidance
- Demonstrate and maintain a high level of personal motivation

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### Communicate Effectively

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

- Tailor communication to diverse audiences
- Clearly explain complex concepts and arguments to individuals and groups
- Create opportunities for others to be heard, listen attentively and encourage them to express their views
- Share information across teams and units to enable informed decision making
- Write fluently in plain English and in a range of styles and formats
- Use contemporary communication channels to share information, engage and interact with diverse audiences

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### Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
- Make sure staff understand expected goals and acknowledge staff success in achieving these
- Identify resource needs and ensure goals are achieved within set budgets and deadlines
- Use business data to evaluate outcomes and inform continuous improvement
- Identify priorities that need to change and ensure the allocation of resources meets new business needs
- Ensure that the financial implications of changed priorities are explicit and budgeted for

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### Think and Solve Problems

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

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

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### 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



### Manage and Develop People

Engage and motivate staff, and develop capability and potential in others














- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
- Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
- Develop work plans that consider capability, strengths and opportunities for development
- Be aware of the influences of bias when managing team members
- Seek feedback on own management capabilities and develop strategies to address any gaps
- Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
- Monitor and report on team performance in line with established performance development frameworks

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## 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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Adept
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept



Manage Reform and Change

Support, promote and champion change, and assist others to engage with change Intermediate