

# Role Description

## Accounts Officer

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Finance
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	551111
PCAT Code	1223592
Date of Approval	January 2021
Agency Website	<a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>

### Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 25 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, from people 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

The Accounts Officer provides accounting support services to facilitate the operation of the Financial Accounting unit within the Finance branch.

### Key accountabilities

- Provide a range of accounting services to support the effective operation of the unit.
- Ensure the correctness and integrity of relevant general ledger accounts.
- Collect and compile information for, and prepare documentation and correspondence in line with quality and organisational requirements, to support information flow and decision making.
- Complete routine financial transactions ensuring compliance with agency standards and procedures.
- Respond to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate information.
- Update and maintain relevant records and databases to ensure that all information is accurate and accessible.
- Assisting with ad hoc duties as required.

## Key challenges

- Delivering multiple Accounts activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail

## Key relationships

Who	Why
<b>Internal</b>	
Financial Accountant	<ul style="list-style-type: none"><li>• Escalate issues and provide updates</li></ul>
Financial Accounting team	<ul style="list-style-type: none"><li>• Participate in meetings, share information and provide input on issues</li></ul>
Various staff throughout Legal Aid	<ul style="list-style-type: none"><li>• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues</li></ul>
<b>External</b>	
Customers/suppliers	<ul style="list-style-type: none"><li>• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues</li></ul>





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

## Occupation specific capability set

 Finance	Financial Accounting and Statutory Reporting	Apply and comply with accounting standards, legislation and specific organisational policies, standards and protocols, and implement effective statutory and other external reporting requirements	Level 1
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## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral indicators provide examples of the types of behaviors 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> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Deliver Results	Foundational	<ul style="list-style-type: none"> <li>Complete own work tasks under guidance, within set budgets, timeframes and standards</li> <li>Take the initiative to progress own work</li> <li>Identify resources needed to complete allocated work tasks</li> <li>Seek clarification when unsure of work tasks</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>Apply computer applications that enable performance of more complex tasks</li> <li>Apply practical skills in the use of relevant technology</li> <li>Make effective use of records, information and knowledge management functions and systems</li> <li>Understand and comply with information and communications security and acceptable use policies</li> <li>Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>
<b>Business Enablers</b> Finance	Intermediate	<ul style="list-style-type: none"> <li>Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending</li> <li>Take account of financial and budget implications, including value for money in planning decisions</li> <li>Present basic financial information to a target audience in an appropriate format</li> <li>Understand financial audit, reporting and compliance obligations and the actions needed to satisfy them</li> <li>Display an awareness of financial risk and exposure and solutions to address these</li> </ul>