

Role Description

Senior Project Officer (Financial Administration)

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Legal Services
Classification/Grade/Band	Clerk Grade 9/10
Senior executive work level standards	Not Applicable
ANZSCO Code	132411
PCAT Code	1119192
Date of Approval	03 November 2025
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 including two satellite offices located at Bourke and Walgett 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, First Nations people and people with mental illness are some of the groups who might experience difficulties accessing legal services to protect and enforce their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation services to people, who are eligible for assistance across family, criminal and civil law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues as well as contributes to law and policy reform.

Legal Aid NSW administers federal and state government funding to Community Legal Centres (CLCs) and the peak body through the Community Legal Centres Program (CLCP) Unit. CLCs are independent non-government organisations that provide free legal services to people across NSW, focusing on people experiencing disadvantage. Funding is administered to CLCs through contracts (service agreements) with performance and financial reporting requirements and other obligations.

Primary purpose of the role

The role provides a range of project and financial administration services to support best practice program management and ensure the objectives of the CLCP and National Access to Justice Partnership 2025-30 are met. The role assists the Manager, CLCP Unit to meet internal and external reporting requirements and program obligations. The role also provides advice and support to a range of internal and external stakeholders, including liaising with CLC service providers as needed.

Key accountabilities

- Coordinate program-level financial management of CLCP funding, including budgeting, reviewing forecasts and adjustments, ensuring timely processing of payments, and monitoring expenditure

- Develop and manage a range of projects to support the objectives of the CLCP
- Monitor and review financial and non-financial data and reports, including service providers' budgets, expenditure reports and audited financial statements
- Provide timely advice, feedback and communication to support CLC service providers and stakeholders, including understanding of CLCP service agreements, requirements and accounting standards.
- Develop and present detailed reports, analysis and status updates
- Prepare submissions, payment schedules and correspondence
- Support the design and development of operating procedures, templates, guidance documents and other program materials
- Maintain and oversee systems, spreadsheets and records

Key challenges

- Managing competing priorities to deliver projects in line with agreed standards and timeframes
- Providing high level advice on complex and sensitive issues
- Working collaboratively and negotiating with a range of stakeholders to resolve issues and achieve outcomes

Key relationships

Internal

Who	Why
Manager, CLC Program Unit	• Report and provide regular updates on key projects, issues and priorities • Provide advice and contribute to decision making • Identify emerging issues and risks and propose solutions • Receive guidance and support
Team Members, CLC Program Unit	• Work collaboratively to achieve team outcomes • Guide and support team members and supervision where required • Provide advice, exchange information and receive feedback
Finance Business Partner and other stakeholders	• Develop and maintain effective relationships and open channels of communication • Provide advice, exchange information and receive feedback • Collaborate and consult to achieve outcomes, resolve issues and ensure compliance with Program, Agency and Government requirements

External

Who	Why
Community Legal Centre service providers	• Develop and maintain effective relationships and open channels of communication • Review reports and respond to enquiries to monitor compliance with service agreements and other requirements • Provide information and advice, negotiate required outcomes and timeframes, and resolve issues

Government and non-government stakeholders including Department of Communities and Justice and peak bodies	• Exchange information and respond to enquiries • Collaborate, consult and advise on issues and requirements relating to the CLCP • Provide reports and updates on compliance with the National Access to Justice Partnership 2025-30 and other requirements
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Role dimensions

Decision making

The role has autonomy in coordinating their work and managing priorities and is accountable for assigned work. The role provides advice to team members, CLC service providers and stakeholders and escalates issues to the Manager, CLCP Unit.

Reporting line

Manager, CLCP Unit

Direct reports

NIL

Budget/Expenditure

NIL

Key knowledge and experience

- Expertise in project financial management, reporting and accounting standards
- Strong written and verbal communication skills and ability to collaborate effectively
- Understanding of funding administration and/or program management
- Excellent technology skills and an ability to use a range of systems and software e.g. Microsoft 365 (particularly Excel) and financial systems

Essential requirements

- Relevant qualifications or demonstrated experience

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.

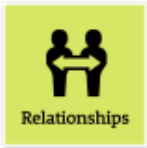
The capabilities are separated into focus capabilities and complementary capabilities

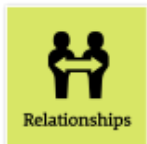
Focus capabilities

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	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	Adept
 Relationships	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	Adept
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	- Take responsibility for delivering high-quality customer-focused services - Design processes and policies based on the customer's point of view and needs - Understand and measure what is important to customers - Use data and information to monitor and improve customer service delivery - Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers - Maintain relationships with key customers in area of expertise - Connect and collaborate with relevant customers within the community	Adept

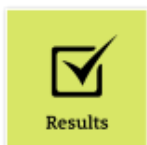


Work Collaboratively

Collaborate with others and value their contribution

- Encourage a culture that recognises the value of collaboration
- Build cooperation and overcome barriers to information sharing and communication across teams and units
- Share lessons learned across teams and units
- Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
- Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services

Adept

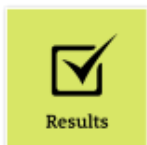


Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and 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 affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

Intermediate



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

Adept

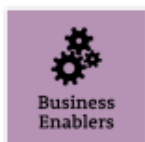


Finance

Understand and apply financial processes to achieve value for money and minimise financial risk

- Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures
- Understand the impacts of funding allocations on business planning and budgets
- Identify discrepancies or variances in financial and budget reports, and take corrective action
- Know when to seek specialist advice and support and establish the relevant relationships
- Make decisions and prepare business cases, paying due regard to financial considerations

Adept



Project Management

Understand and apply effective planning, coordination and control methods

- Prepare and review project scope and business cases for projects with multiple interdependencies
- Access key subject-matter experts' knowledge to inform project plans and directions
- Design and implement effective stakeholder engagement and communications strategies for all project stages
- Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning
- Develop effective strategies to remedy variances from project plans and minimise impact
- Manage transitions between project stages and ensure that changes are consistent with organisational goals
- Participate in governance processes such as project steering groups

Advanced

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	Adept
	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
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate