

# Role Description

## Executive Assistant

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division / Branch / Unit	All Practice Areas
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	521111
PCAT Code	1131592
Date of Approval	13 June 2025
Agency Website	<a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 28 regional offices in metropolitan and regional centers across NSW including the two satellite offices located at Walgett and Bourke 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

Deliver a broad range of executive, secretarial, and high-level administrative support services to the Associate Directors, enabling effective business operations and contributing to the Regional Senior Leadership Team's achievement of organisational goals.

### Key accountabilities

- Provide a range of administrative and support services to meet the business needs of and supporting the Associate Directors and Senior Regional Leadership Team.
- Respond to and resolve enquiries, complaints and issues to ensure the provision of accurate information, and the timely and effective resolution of issues.
- Manage the Associate Directors diary appointments, coordinate travel arrangements, and schedule and support meetings to facilitate the effective management of regional offices.
- Coordinate meetings with direct reports, internal meeting groups, and external stakeholders including setting up, attending, preparing minutes and taking necessary follow up action required
- Prepare, coordinate and review high level communication including submissions, briefing notes and correspondence, to respond to enquiries, complaints and ministerials.
- Research, collate and coordinate reports, advice and briefings on complex policy and operational matters to support informed decision making and planning

## Key challenges

- Delivering quality administrative services and negotiating workable timeframes, given competing demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently.
- Having a strong understanding of organisational and practice priorities, to be able to manage multiple requests and identify priorities to deliver in a timely and effective way.
- Establishing effective working relationships with internal and external stakeholders.

## Key relationships

Who	Why
<b>Internal</b>	
Associate Directors	<ul style="list-style-type: none"><li>• Administrative support</li></ul>
Project officer	<ul style="list-style-type: none"><li>• Escalate issues, propose solutions and provide updates</li><li>• Provide advice on administrative processes</li></ul>
Solicitors in Charge of Regional Offices	<ul style="list-style-type: none"><li>• Support the team, delegate tasks and work collaboratively to contribute to achieving the team's business outcomes</li></ul>
Work Team	<ul style="list-style-type: none"><li>• Support the team, delegate tasks and work collaboratively to contribute to achieving the team's business outcomes</li></ul>
Clients/Customers	<ul style="list-style-type: none"><li>• Monitor, address and/or escalate requests and provide services</li><li>• Manage the flow of information, seek clarification and provide advice</li></ul>
<b>External</b>	
Client/Customers	<ul style="list-style-type: none"><li>• Monitor, address and/or escalate requests and complaints</li><li>• Manage the flow of information, seek clarification and provide advice and responses</li></ul>
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"><li>• Coordinate and monitor the supply of goods and services</li><li>• Reconciliation of invoices and manage payment of accounts</li></ul>

## Role dimensions

### Decision making

The role operates with some autonomy in the day-to-day priorities and coordination of work in order to manage the administrative services to support the delivery of business operations.

### Reporting line

Project Officer to the Associate Director

### Direct reports

NA

### Budget/Expenditure

NA

## 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
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<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>• Stay motivated when tasks become difficult</li></ul>	Intermediate
	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"><li>• Focus on providing a positive customer experience</li><li>• Support a customer-focused culture in the organisation</li><li>• Demonstrate a thorough knowledge of the services provided and relay this knowledge 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>• Cooperate across work areas to improve outcomes for customers</li></ul>	Intermediate

	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>• Seek and apply specialist advice when required</li> <li>• Complete work tasks within set budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own work and that of the team or unit</li> <li>• Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals</li> <li>• Identify any barriers to achieving results and resolve these where possible</li> <li>• Proactively change or adjust plans when needed</li> </ul>	Intermediate
	<b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> <li>• Understand the team and unit objectives and align operational activities accordingly</li> <li>• Initiate and develop team goals and plans, and use feedback to inform future planning</li> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>• Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>	Intermediate
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Use available technology to improve individual performance and effectiveness</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	Intermediate












## 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.

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Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Foundational
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
 Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Foundational