Role Description
Executive Officer to Executive Director Corporate Services and CFO

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Executive
Location	Central Sydney
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	521111
PCAT Code	1131592
Date of Approval	12 May 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, 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

Provide high-quality executive and project support to the Executive Director Corporate Services and Chief Financial Officer.

Key accountabilities

- Manage the office of the Executive Director Corporate Services and Chief Financial Officer including the provision of necessary resources, including executive services to ensure the effective functioning and security of these offices by coordinating executive diaries and managing the administrative functions.
- Manage the Executive Director's diary appointments, records and correspondence, coordinate travel arrangements, and schedule and support meetings to facilitate the effective management of their time.
- Manage a range of project management and support services including maintaining and updating the project tracker for Corporate Services. Manage the business preparation of the meetings, including: setting up, attending, preparing minutes and taking necessary follow up action required.
- Manage correspondence and determine appropriate actions.
- Prepare presentations/statistics/reports for the Executive Unit.
- Liaise with staff in the Executive Unit and other divisions to facilitate the flow of information to and from Executive Director Corporate Services and Chief Financial Officer.
- Provide confidential administrative support and back up to the Principal Executive Assistant to the CEO

Key challenges

- Planning and prioritising high volumes of work with conflicting and critical deadlines.
- Undertaking a wide variety of activities and resolving them on behalf of the Executive Director Corporate Services and Chief Financial Officer.
- Responding and acting in relation to tight timeframes often coordinating responses from other staff.

Key relationships

Who	Why
Internal	
Executive Director Corporate Services and Chief Financial Officer	• Guidance and support
CEO and Executive Team	• Liaise with, provide support and information
External	
	•

Role dimensions

Decision Making

The role operates with a high level of autonomy in respect to their day-to-day work priorities and the coordination of work in order to manage the confidential nature of the administrative functions for the Executive Director Corporate Services and Chief Financial Officer. Makes independent decisions to redirect enquiries to appropriate staff or bring matters to the attention of the Director Corporate Services and Chief Financial Officer.

Reporting line

Executive Director Corporate Services and Chief Financial Officer

Direct reports

Nil

Budget

Nil

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	Adept
	Act with Integrity	**Advanced**
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Adept
	Work Collaboratively	**Adept**
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	**Adept**
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	**Adept**
	Procurement and Contract Management	Intermediate
	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	Advanced	• Model the highest standards of ethical behaviour and reinforce them in others • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Ensure that others have a working understanding of the legislation and policy framework within which they operate • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use

Group and Capability	Level	Behavioural Indicators
		• Act on reported breaches of rules, policies and guidelines
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Work Collaboratively	Adept	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Adept	• Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Plan and Prioritise	Adept	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Business Enablers Technology	Adept	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation