

# Job and Person Specification

<b>Title of Role:</b>	Legal Administrative Officer	<b>Remuneration Level:</b>	ASO2
<b>Business Unit:</b>	Compliance and Enforcement	<b>Type of Appointment:</b>	Ongoing
<b>Division:</b>	Consumer and Business Services	<b>Position Number:</b>	P27097

## Job and Person Specification Approval

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## Primary Purpose

The Legal Administrative Officer is responsible for undertaking a broad range of administrative tasks and legal research to support the legal officers outposted from the Crown Solicitor's Office and to contribute to the effective and efficient functioning of the Compliance and Enforcement Branch.

## Job Environment

The Attorney-General's Department (AGD) is a key portfolio within the South Australian Government, employing more than 1,900 staff. AGD delivers high-level legal services and advice to Ministers and government agencies, provides specialist policy support, oversees regulation and compliance functions, and delivers essential services directly to the community.

Consumer and Business Services (CBS) is a division of the Attorney-General's Department and is responsible for protecting consumers, supporting and regulating businesses and recording significant life events for South Australians. CBS is customer focussed and flexible in its activities, providing accessible information and services.

The Compliance and Enforcement branch is responsible for ensuring high levels of industry compliance are maintained under all legislation administered by CBS.

This involves assessing and investigating complaints received from members of the public to ascertain whether there has been a breach of legislation. Where a breach is identified, the Compliance and Enforcement branch takes action to address the breach. Different actions may range from educating the trader about their obligations to commencing prosecution proceedings in court.

The Compliance and Enforcement branch undertakes proactive and reactive inspections and audits, both in the field and online, to ascertain whether a particular person or business is complying with the relevant legislative requirements.

## Reporting Relationships

- Reports to the Assistant Director, Regulation and Advice

## Key Relationships/Interactions

- Works closely with legal officers outposted from the Crown Solicitor's Office.
- Works closely with managers and staff across the branch as well as CBS more broadly.

**Key Challenges**

- Effectively manages competing priorities.
- Effectively manages records.
- Prepares documentation which satisfies the requirements set out in legislation, court procedures and departmental policies.

**Special Employment Conditions (if relevant)**

- Occasional out of hours work may be required.

**AGD Conditions**

- Participation in performance review and development;
- Actively participate in all mandatory training requirements;
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code), relevant legislation and AGD policies and procedures; and
- Employment is dependent upon a National Police Certificate clearance that the AGD finds satisfactory.

**Diversity**

The Attorney-General's Department values workplace diversity and is committed to providing an inclusive work environment where employees feel respected, valued and empowered to be themselves, we are also committed to reconciliation and strongly value First Nation's voices in the community and workplace.

**Flexible Working Arrangement Options**

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include:

- Flexitime
- Part-time
- Job Sharing
- Compressed weeks
- Work from home or telework arrangements

**Responsibilities**

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Legal Administrative Officer is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Administration Support	<ul style="list-style-type: none"> <li>• Ensure effective document management, movement and control of legal correspondence.</li> <li>• Lodgement of Court documentation via electronic and manual processes.</li> <li>• Contribute to the efficient operation of the branch by undertaking administrative and project tasks.</li> <li>• Liaise with internal and external stakeholders explaining</li> </ul>	<ul style="list-style-type: none"> <li>• Records are maintained in accordance with the <i>State Records Act 1997</i> and departmental policies and procedures.</li> <li>• High quality correspondence is delivered within agreed timeframes.</li> </ul>

	<p>administrative processes or directing them to sources of information.</p> <ul style="list-style-type: none"> <li>• Prepare spreadsheets of Legal outcomes, Intelligence data, and ongoing CBS/CSO matters.</li> </ul>	
<b>Legal Research</b>	<ul style="list-style-type: none"> <li>• Source legislation, decisions and other relevant legal material to assist the branch.</li> <li>• Undertake research of matters relevant to the branch.</li> </ul>	<ul style="list-style-type: none"> <li>• Research is undertaken as directed within agreed timeframes.</li> </ul>
<b>Legal Support Services</b>	<ul style="list-style-type: none"> <li>• Assist with the preparation of letters, outlines of arguments, affidavits, chronologies, briefs, trial or appeal books of authorities, Books of Documents</li> <li>• Assists with conduct of trials and hearings</li> <li>• Assists as directed with the establishment and maintenance of legal precedents and templates, management of documentation, use of records management systems and the disclosure process</li> <li>• Assist with briefs for submission to Counsel</li> </ul>	<ul style="list-style-type: none"> <li>• Drafts are prepared in a timely and accurate manner</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Provide customers with a high-quality service</li> <li>• Liaise with internal and external stakeholders explaining administrative processes or directing them to sources of information.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer service is provided to minimum agreed standards.</li> <li>• Customers are provided with accurate and timely information.</li> </ul>
<b>Contribute to Culture</b>	<ul style="list-style-type: none"> <li>• Actively participate and contribute to responsible and safe work practices.</li> <li>• Embrace diversity and cultural differences in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>• Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered.</li> <li>• Respectful behaviour observed when faced with diversity/differences in opinion.</li> </ul>

**Technical Expertise**

**Qualifications, Skills, Knowledge and Experience relevant to the role**

<b>Technical Expertise (Essential)</b>	<ul style="list-style-type: none"> <li>• Ability to provide high level of administrative support under general direction in an accurate and timely manner.</li> <li>• Experience establishing, maintaining and controlling records in accordance with established practices and procedures.</li> <li>• Ability to use tact and discretion in dealing with management, staff and clients, especially when dealing with confidential matters.</li> <li>• Demonstrated ability to provide excellent customer service.</li> <li>• Ability to support legal officers by sourcing decisions and undertaking legal research.</li> </ul>
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<b>Technical Expertise (Desirable)</b>	<ul style="list-style-type: none"> <li>• Post-secondary qualifications in law or legal studies or equivalent experience.</li> <li>• Knowledge and utilisation of records management systems.</li> <li>• Previous experience supporting legal or regulatory teams.</li> </ul>
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## Behavioural Capabilities

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department.

Descriptors below detail the behavioural capabilities required for performance in the Legal Administrative Officer. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

	<b>Strategic Focus</b>	<b>Results Orientation</b>	<b>Service Delivery Excellence</b>	<b>Relationship Management</b>	<b>Professional Approach and Drive</b>
<b>Strategic</b>	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
<b>Tactical</b>	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
<b>Operational</b>	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	<b>Fosters Working Relationships</b>	Supports Personal Drive and Professionalism
<b>Foundational</b>	<b>Understands the Strategic Direction</b>	<b>Achieves Individual Results</b>	<b>Contributes to Service Delivery Excellence</b>	Maintains Working Relationships	<b>Demonstrates Personal Drive and Professionalism</b>

<b>Element</b>	<b>Behaviours</b>
<b>Strategic Focus (Foundational)</b>	<ul style="list-style-type: none"> <li>• Knows how own work contributes to goals and plans</li> <li>• Recognises how own work impacts on others</li> <li>• Identifies risks within own work practices</li> <li>• <b>Is flexible to changing priorities</b></li> <li>• Is open to change and new approaches</li> </ul>
<b>Results Orientation (Foundational)</b>	<ul style="list-style-type: none"> <li>• Follows due process to achieve outcomes</li> <li>• Identifies solutions which are practical and achievable</li> <li>• Delivers results by agreed timeframes</li> <li>• <b>Pays attention to detail to ensure accurate/quality results</b></li> <li>• Actively contributes to continuous improvement</li> <li>• Is responsive and shows initiative</li> </ul>
<b>Service Delivery Excellence (Foundational)</b>	<ul style="list-style-type: none"> <li>• Seeks guidance/advice from others where necessary</li> <li>• Shares awareness of potential problems and opportunities</li> <li>• Shares capability and expertise to achieve outcomes</li> <li>• Delivers high quality internal and external customer service</li> <li>• <b>Effectively manages their own performance positively contributing to team performance</b></li> </ul>
<b>Relationship Management (Operational)</b>	<ul style="list-style-type: none"> <li>• <b>Develops effective working relationships and internal networks</b></li> <li>• Shares information and knowledge as appropriate</li> <li>• Takes into account the situation and audience</li> <li>• Actively listens and communicates clearly</li> </ul>
<b>Professional approach and Drive (Foundational)</b>	<ul style="list-style-type: none"> <li>• <b>Maintains strict confidentiality of information</b></li> <li>• Remains positive and recovers quickly from setbacks</li> <li>• Pro-actively seeks to develop skills and knowledge</li> <li>• Receptive to feedback and uses feedback to improve performance</li> <li>• Looks after own wellbeing and raises concerns where necessary</li> </ul>

Acknowledged by  
occupant

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(Print name)

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(Signature)

Acknowledged by line  
manager

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Government of South Australia  
Attorney-General's Department