

Job and Person Specification

Title of Role:	Legal Support Officer	Remuneration Level:	LE1
Business Unit:	South Australian Employment Tribunal	Type of Appointment:	
Division:	Legal and Legislative Services	Position Number:	

Approval

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Delegate

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Date

Primary Purpose

Working under limited direction, the Legal Support Officer is responsible for the provision of high-quality Member support services which contributes to efficient operations of the Tribunal.

The primary focus of the position is contributing to comprehensive professional legal research to both SAET Members and Registrars. The Legal Support Officer will also provide in-court services for SAET Members and undertake case management including assistance with decisions when required.

Reporting Relationships

- Team Leader, Member Support (Line Manager)

Key Relationships/Interactions

- Works closely with the SAET Presidential Members, Registrars, SAET staff and external stakeholders.
- Works collaboratively with SAET Commissioners and AGD staff.

Key Challenges

- Working between different jurisdictions, case management systems and chambers whilst ensuring consistency and procedural correctness.
- Adapting quickly to changing and emerging priorities.
- Working with demanding, distressed and/or unrepresented parties.
- Dealing with all information on a Member's behalf in a transparent manner in order to not create any bias to any party and protecting the integrity of the chamber/Member.

Special Employment Conditions

- Out of hours work may be required.
- Travel – intrastate travel may be required.

AGD Conditions

- Effectively embed AGD People and Leadership Expectations into all work processes
- Participate in bi-annual 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
- Employment is dependent upon a National Police Certificate clearance that the AGD finds satisfactory
- Maintaining confidentiality of AGD, Ministerial and Cabinet information is of critical importance to this role.
- The South Australian public sector promotes diversity and flexible ways of working including part time, and employees are encouraged to discuss the flexible working arrangements that are available for this role.



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
- Work from home

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 Support Officer is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Undertake legal research	• Search for and retrieve legislation, decisions of courts and tribunals, articles and other information relevant to the work of SAET. • Perform research tasks of some complexity as required. • Under direction, provide written and oral advice on less complex matters to the Members and other stakeholders as required.	• Identifies and analyses problems, formulating practical solutions and appropriate recommendations. • Verbal and written communication is professional, considered and the context of the matter is accurately conveyed. • Expert legal sources are consulted as necessary. • Documents are prepared in line with SAET guidelines and are highly consistent and error-free.
Provision of specialised administrative and clerical support	• Maintain and actively manage case files. • Deal with case related enquiries. • Assist in drafting decisions, including citations, quotes and reference checking. • Draft orders and determinations made by Members.	• Verbal and written communication is professional, considered and the context of the matter is accurately conveyed.
Manage the preparation of decisions	• Support the preparation of the Member's Decisions. • Provide detailed proof reading and assistance in the typing of decisions. • Undertake legal research related to the case and provide an overview to the Member. • Provide legal advice to the Member where further information is required. • Identify potential legal problems and provide solutions/options to the Member.	• Legal research is relevant and accurate. • Administrative work is of acceptable quality. • Uses own judgement appropriately under limited direction. • Timeframe met. • Written work is accurate and of a high standard.



Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Manage interactions with parties	• Provide appropriate assistance to parties and their representatives and ensure they are ready and prepared for the hearing/conference. • Consult on behalf of the Member with the parties and representatives. • Provide answers to complex procedural questions and help facilitate effective hearings without compromising the Tribunal. • Consult with the Member on any concerns regarding a hearing/conference prior to the hearing/conference. • Ensure all information is dealt with in a transparent manner.	• High quality service provided to all clients. • Judgement exercised appropriately under limited direction.
Provision of support to Members in the course of Hearings	• Assist members in the management of hearings, including the facilitation of videoconferences and teleconferences. • Provide ICT support to the Members. • Undertake in-court duties including calling on matters, swearing in parties and witnesses and managing exhibits.	• Hearings run smoothly and in an organised fashion, with all parties participating appropriately.
Preparation of draft documents	• Prepare less complex cabinet submissions, briefing notes and discussion papers. • Develop and prepare correspondence, reports, briefings and other documentation.	• Verbal and written communication is professional, considered and the context of the matter is accurately conveyed.
Report to senior legal staff	• Under supervision, assist in matters of greater than ordinary complexity matters. • Participate and make positive contributions in case discussions and meetings.	• Manager is satisfied with contributions and performance.
Contribute to Culture	• Actively participate and contribute to responsible and safe work practices; • Embrace diversity and cultural differences in the workplace.	• Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered • Respectful behaviour observed when faced with diversity/differences in opinion

Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

Technical Expertise (Essential)	• Relevant tertiary qualifications in a law. • Demonstrated ability to administer and interpret legislation, rules and regulations. • Proven high level interpersonal and written and verbal communication skills including the ability to build relationships and networks and influence and engage key stakeholders. • An understanding of practices and principles pertaining to Tribunal and/or Court systems and the procedures in relation to the Tribunal and Court services and the administration of justice. • Demonstrated experience in the use of a range of computer programs which support activities such as: word processing, case management systems, working with spreadsheets and the internet.
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	• Proven experience in providing a high level of administrative support. • Knowledge of key legislation, procedures and industrial implements application to the jurisdiction of SAET. • Knowledge of the legal justice system in South Australia.
Technical Expertise (Desirable)	• Eligibility for admission to the Supreme Court of South Australia. • Experience in participating in complex and sensitive matters in a court or legal environment. • Knowledge of industrial relations, the SAET dispute process and the role and function of the Tribunal. • Knowledge of the administrative functions and operations of a court or a tribunal.

Behavioural Capabilities and AGD People Expectations

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department. All employees are also expected to behave in accordance with the AGD People Expectations of being self-aware, building trust and building teams. Descriptors below detail the behavioural capabilities required for performance in the Legal Support 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.

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

Element	Behaviours
Supports Strategic Direction (Operational)	• Supports strategic direction and plans • Communicates plans in practical terms to others • Is sensitive to political drivers influencing priorities and decisions • Identifies and raises awareness of trends, potential problems and opportunities • Identifies and manages risk as appropriate and escalates as necessary • Actively participates in business planning • Contributes to the drive for change and innovation



Achieves and Monitors Own Results (Operational)	• Sets and communicates clear expectations around quality of work and timeframes • Monitors progress towards achieving outcomes • Takes responsibility for the delivery of quality and timely results • Measures performance and acts on opportunities for continuous improvement • Critically evaluates issues and ensures solutions are practical and achievable • Negotiates as necessary to achieve outcomes • <u>Prioritises workload effectively and negotiates deadlines where appropriate</u>
Supports Service Delivery Excellence (Operational)	• Uses capability and expertise of the workgroup to achieve outcomes • Translates performance requirements into achievable outcomes • Effectively manages their own performance, managing (or influencing) the wider team performance • Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance • Identifies and delivers high quality internal and external customer service • Considers financial responsibility, accountability and awareness • <u>Utilises available internal and external resources for optimal outcomes</u>
Fosters Working Relationships (Operational)	• Develops existing working relationships and internal networks • Collaborates with relevant stakeholders • Consults and seeks the views of relevant stakeholders • Makes an effort to understand others' perspectives, motives, agenda • Openly shares information and knowledge as appropriate • Takes into account the situation and acts accordingly • Actively listens and communicates clearly • <u>Effectively manages conflict and escalates when appropriate</u>
Supports Personal Drive and Professionalism (Operational)	• Demonstrates respects for others and high ethical standards • Maintains professionalism and confidentiality • Supports diversity and use this to enhance outcomes • Looks for opportunities to engage in development activities • Seeks feedback and reviews own performance • Displays flexibility and adaptability • Remains positive and recovers quickly from setbacks • Ensures a focus on wellbeing for self and others and raises concerns where necessary

Employee

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PRINT name

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Signature

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Date

Manager

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PRINT name

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Signature

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Date

