

Role Description

Compliance and Reporting Advisor

Role Description Fields	Details
Department/Agency	Crown Solicitor's Office
Division/Branch/Unit	Civil Law & Commercial Strategy Division
Role number	TBC
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
OSCA Code	521212
PCAT Code	1117172
Date of Approval	TBC
Agency Website	www.cso.nsw.gov.au

Agency overview

The Crown Solicitor's Office (CSO) is the largest provider of legal services to the NSW Government and its agencies, and the sole provider of legal services in all matters which are regarded as being core to Government functions. The CSO exists to be the NSW Government's most trusted legal advisors. The core aims of the CSO are to deliver high-quality, cost effective legal services, provide exceptional customer service to the NSW Government and its agencies and foster a culture of continuous improvement in the way we work. The CSO, headed by the Crown Solicitor, is a Public Service Executive agency related to the Department of Communities and Justice under the Government Sector Employment Act 2013. For more information, go to www.cso.nsw.gov.au

Primary purpose of the role

Manage and oversee the efficient administration of legal matters and the integrity of data within externally managed panel reporting systems, ensuring Legal Practice Groups meet service level agreements, compliance requirements and CSO operational standards. The role also leads performance and compliance reporting, monitors key performance indicators, and provides guidance, support and training to staff to promote compliance, continuous improvement and strong client relationships.

Key accountabilities

- Maintain the integrity and accuracy of panel reporting data and related matter information within the CSO's Practice Management System (PMS), and other applicable external reporting systems, ensuring records are current, complete and compliant with service level agreements, panel requirements and CSO operational standards.
- Undertake regular audits, reconciliations and quality assurance checks across relevant systems and reporting platforms to identify errors, monitor compliance, and ensure the reliability of panel data, reporting outputs and associated matter records.
- Coordinate the preparation, generation and timely distribution of panel reports, working in consultation with the Panel Relationship Manager and Senior Compliance and Reporting Officer to ensure reports are accurate, complete and delivered to relevant panel managers within required timeframes.

- Manage panel-related workflows and administrative processes including engagement acceptance, matter tracking, document management, uploads, budget variations, extension requests and other deliverables to ensure panel obligations, reporting requirements and internal compliance standards are met.
- Liaise with internal stakeholders, including Assistant Crown Solicitors, Directors, Solicitors and legal support staff, to obtain, confirm and update matter information in a timely manner, ensuring accuracy of records and supporting KPI compliance and reporting deadlines.
- Provide guidance, advice and practical support to internal stakeholders on panel requirements, reporting processes and compliance obligations, promoting understanding, consistent practice and timely completion of required actions.
- Manage communication with external stakeholders regarding performance against KPIs, compliance obligations, reporting requirements and panel data integrity, ensuring issues are addressed professionally and relationships are maintained effectively.
- Contribute to continuous improvement in panel compliance and reporting administration by developing and implementing procedures, maintaining reporting schedules, calendars and guidance materials, and providing recommendations to the Senior Compliance and Reporting Officer to enhance efficiency, accuracy and service.

Key challenges

- Balancing competing priorities, deadlines and workflow demands across multiple panel matters and reporting cycles, while maintaining accuracy, compliance and timely service delivery.
- Meeting strict KPI and service level expectations while sustaining effective working relationships with internal and external stakeholders and responding to performance issues promptly.
- Keeping abreast of changing panel requirements, client expectations and reporting obligations, and ensuring procedures, guidelines and compliance processes remain current and fit for purpose.
- Influencing legal support staff and solicitors to consistently follow panel requirements and reporting standards, particularly where accurate data entry, timely updates and high-quality matter information are critical to compliance.

Key relationships

Internal

Who	Why
Senior Compliance and Reporting Officer	• Receive direction and guidance and escalate issues
Assistant Crown Solicitors, Directors, Panel Relationship Managers Key Relationship Managers	• Escalate issues regarding non-compliance of KPIs. Provide support on panel requirements.
Compliance and Reporting Officer, Legal Support Staff and Solicitors	• Provide instructions and guidance. • Liaise with and consult regarding data integrity of reporting.

External

Who	Why
CSO clients including Claims Officers and Technical Claims Managers	• Liaise as required in relation to panel compliance and reporting.

Role dimensions

Decision making

The role makes decisions within established delegations and determines day-to-day work priorities. It exercises judgement in identifying and escalating complex matters where required. The role has considerable autonomy in managing panel compliance processes to support KPI reporting and compliance.

Reporting line

The role reports to the Senior Compliance and Reporting Officer.

The role works closely with the Panel Relationship Manager, Assistant Crown Solicitors and Directors providing support and liaising to ensure effective delivery of legal panel requirements.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated experience in legal administration, compliance reporting, panel reporting or a similar operational support environment, with a strong understanding of managing matter data, reporting cycles and service standards.
- Knowledge of compliance frameworks, record integrity, audit practices and quality assurance processes, particularly in relation to maintaining accurate and timely reporting outputs.

Essential requirements

- Strong written and verbal communication skills, including the ability to liaise effectively with internal and external stakeholders.
- Experience using reporting systems, databases or workflow tools to manage records, generate reports and track progress against deadlines.

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.

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Be persistent, self-reflect and commit to learning	• Keep up to date with contemporary knowledge and practices • Seek and take advantage of opportunities to learn and apply new skills • Commit to achieving challenging goals • Seek and respond positively to constructive feedback and advice • Examine and reflect on your performance	Adept
 Relationships	Communicate Effectively Communicate clearly, pay attention to others and respond with understanding and respect	• Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation • Clearly explain complex ideas and arguments to individuals and groups • Create opportunities for others to contribute • Share information with other teams and business units to enable informed decision-making • Write clearly and concisely in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences • Pay attention and encourage others to express their views	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 customers' experience and engage people with lived experience to inform service improvements • Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience • Use customer data, feedback and insights to improve service delivery • Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in your area of expertise • Connect and collaborate with relevant customers from the community	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Make recommendations based on evidence by researching and critically analysing information and identifying interrelationships • Anticipate, identify and deal with issues and potential problems that may impact organisational goals and the customer experience • Think creatively to come up with new ideas to resolve issues and improve customer experience • Seek input and ideas from people with different backgrounds and experiences • Participate in and contribute to team or business unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness • Analyse data and information to identify insights and communicate findings in a clear and meaningful way	Adept
 Business Enablers	Technology Understand and use available technology to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Use records, information and knowledge management systems effectively • Support system improvement initiatives and new technology when it is deployed • Identify where technology or automation supports tasks, and raise issues when applications may be inappropriate or inaccurate	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identify 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
 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	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate

Capability group/sets	Capability name	Description	Level
 Results	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
 Business Enablers	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Intermediate
 Business Enablers	Project Management	Understand and use effective ways to plan, coordinate and control projects	Intermediate