

Role Description

Paralegal



Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Crown Solicitors Office
Division/Branch/Unit	Legal Support
Role number	Various
Classification/Grade/Band	Grade 1/2
ANZSCO Code	521212
PCAT Code	1117172
Date of Approval	10 April 2024
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

Provide legal, clerical and administrative support to solicitors in specialist legal practice groups, including contributing to and supporting solicitors in the delivery of legal services to clients.

Key accountabilities

- Provide quality and efficient legal, clerical and administrative support to solicitors and legal teams, including drafting and filing of court documents, preparing submissions, briefs to counsel, case summaries and undertaking legal research to assist in the provision of high quality legal advice and representation.
- Follow relevant practice management and administrative systems to ensure information is captured and communicated in a timely manner in accordance with organisational guidelines and requirements.
- Assist with the management of matters, effectively utilising the practice and document management systems to ensure the accurate and safe storage of information in accordance with organisational and client/tender guidelines and requirements.
- Liaise with internal and external stakeholders to obtain and provide all necessary information and assistance including responding to enquiries and escalating issues appropriately to ensure queries are responded to in a timely manner and in a professional and responsive manner.

- Provide routine support and facilitate efficient billing and related processes, including accurately and contemporaneously recording time spent on legal work.

Key challenges

- Providing timely and accurate support to solicitors and stakeholders whilst exercising discretion in a demanding environment with changing priorities.
- Maintaining confidentiality of privileged and other information along with a high level of professionalism when communicating with staff and clients.
- Developing an understanding of the principles of the law in which the practice group specialises, including court and registry practice and procedure, given that this needs to be developed through practice and experience and can be complex.

Key relationships

Internal

Who	Why
Assistant Crown Solicitor	Receive and discuss assigned work
Senior Solicitors	Receive and discuss assigned work, for the provision of guidance and feedback
Paralegal Coordinator	Allocation of legal tasks within practice groups and workload management, professional development
Team members	Receive and discuss assigned work, for the provision of guidance and feedback
Paralegal	Work collaboratively and seek and offer assistance.
Law Clerk (Paralegal Stream)	<i>Provide operational guidance, work collaboratively, support shadow arrangements</i>

External

Who	Why
CSO Clients	Receive and provide information
Stakeholders	Legal sector professionals with whom the Paralegal may liaise in the course of providing services, for example, Court registry officers

Role dimensions

Decision making

Nil

The paralegal acts within policy and procedural guidelines established for the CSO. The paralegal seeks operational assistance from the paralegal supervisor in the practice group in times of high workloads to assess priorities of work to be undertaken on a daily basis and ensure that the work of all solicitors in the practice group is undertaken within required timeframes. The paralegal must always exercise discretion in relation to the information provided to external clients.

Reporting line

This role reports to the Senior Solicitor IV (Paralegal Coordinator)

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Proficiency in the use of Microsoft Office Suite

Essential requirements

- Completion of the second year of a Law Degree

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

The [NSW public sector capability framework](http://www.psc.nsw.gov.au/capabilityframework) 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

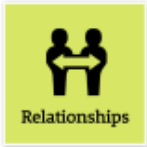
Focus capabilities

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.

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
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	- Behave in an honest, ethical and professional way - Build understanding of ethical behaviour - Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation - Speak out against misconduct and illegal and inappropriate behaviour - Report apparent conflicts of interest	Foundational
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	- Speak at the right pace and volume for diverse audiences - Allow others time to speak - Listen and ask questions to check understanding - Explain things clearly using inclusive language - Be aware of own body language and facial expressions - Write in a way that is logical and easy to follow - Use various communication channels to obtain and share information	Foundational
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	- Understand the team and unit objectives and align operational activities accordingly - Initiate and develop team goals and plans, and use feedback to inform future planning - Respond proactively to changing circumstances and adjust plans and schedules when necessary - Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals - Accommodate and respond with initiative to changing priorities and operating environments	Intermediate
 Business Enablers	Technology Understand and use available technologies 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 - Make effective use of records, information and knowledge management functions and systems - Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	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.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational