

Role Description

Transaction Supervisor



Role Description Fields	Details
Department/Agency	Crown Solicitors Office
Division/Branch/Unit	Corporate Services Division / Finance & Support Services
Role number	TBC
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
OSCA Code	261111
PCAT Code	1119192
Date of Approval	11 May 2026
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

Key contributor to the team in delivering its assigned accountability within CSOs overall financial accounting, reporting and transactional processes and enabling CSO to maintain compliance with relevant accounting standards, public sector accounting policies, practices and statutory requirements and external regulators.

The Transactions Supervisor manages teams overseeing the efficient and effective receipt of income from debtors and payment of creditors. They ensure the accurate accounting for such transactions and associated data maintenance in the practice management system, in accordance with CSO policies and procedures, public sector accounting policies, practices, the Treasurer's Directions, current Finance Acts, current Trust legislation and relevant GST compliance requirements.

Key accountabilities

- Monitor and review invoicing, receipting and payment transactions processed by the teams, providing guidance, support and advice to staff, ensuring work is delivered in a timely and accurate manner to maximise productivity, meet client requirements and achieve service standards.



- Support the Director by providing strategic advice and support to key stakeholders on relevant financial matters to inform decision making, mitigate risk, and enable achievement of efficiency, savings targets and strategic outcomes.
- Manage the accounts receivable and accounts payable teams, conducting bi-annual performance planning and development reviews, providing regular feedback and addressing training needs to ensure achievement of agreed performance levels and progression of capability development.
- Provide proficient accounting services across the accounts receivable area, such as maintaining a system of effective debtor management to meet KPI requirements, managing the Trust account and third party cheques and preparing monthly statements.
- Facilitate control and timeliness of invoices ensuring monthly deadlines and targets are met, client requirements for lodging and reporting on invoices are complied with.
- Manage, regularly review and follow up on outstanding debts with clients, resolve disputed invoices, and provide monthly reports on credit control status, action plan and strategy on recovery, to ensure CSO service standards are met.
- Provide proficient accounting services across the accounts payable area including invoice processing, preparation of payment runs and cheque production as necessary.
- Facilitate control and timeliness of supplier invoices through all stages, ensuring accurate coding and processing, certification and authorisation in accordance with compliance requirements including Trust legislation.
- Oversee the processing of procurement activity including office purchase orders, travel, car and hotel bookings as required by teams to contribute to achievement of business needs.
- Promote a culture of continuous improvement and stakeholder service in the Finance team.

Key challenges

- Ensuring accounts receivable and payable services and reporting requirements reflect current standards and best practice given the need to keep abreast of changes to legislation, client and other compliance requirements, and CSO policies and procedures
- Balancing the delivery of monthly deadlines in a high volume work environment given the need to ensure accurate and timely accounts receivable services.
- Co-ordination cross functional team outputs to ensure overall timelines and quality standards are met.

Key relationships

Internal

Who	Why
Practice Group Leader	<ul style="list-style-type: none"> • Escalate issues, keep informed, provide/seek advice and receive instructions
Legal support staff	<ul style="list-style-type: none"> • Provide instructions and guidance
Legal staff	<ul style="list-style-type: none"> • Provide/seek information on administrative and legal matter-related issues
HR	<ul style="list-style-type: none"> • Provide/seek information and advice
Other Legal Support Managers	<ul style="list-style-type: none"> • Share information
Other corporate units	<ul style="list-style-type: none"> • Provide/seek information
All staff	<ul style="list-style-type: none"> • Provide/seek information

External

Who	Why
Client representatives	<ul style="list-style-type: none"> • Receive and provide information
Legal professionals	<ul style="list-style-type: none"> • Receive and provide information

Role dimensions

Decision making

Works with some supervision carrying a level of autonomy in setting own priorities in alignment with management.

- Maintains a degree of independence to develop a suitable approach in managing its workload and provision of advice and recommendations as well as input into the development of relevant systems and frameworks as well as team planning and projects.
- Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
- Ensures recommendations are based on sound evidence, and at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to both internal and external stakeholders.
- As necessary, consults with manager or senior staff on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision

Reporting line

Financial Controller

Direct reports

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Budget/Expenditure

Nil

Essential requirements

- Sound knowledge of public sector accounting policies, practices, the Treasurer's Directions, current Finance Acts, current Trust legislation and relevant GST compliance requirements.

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
 <p>Personal Attributes</p>	<p>Act with Integrity</p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> • Represent your organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Report misconduct and inappropriate behaviour • Report and manage conflicts of interest and encourage others to do so 	Intermediate
 <p>Personal Attributes</p>	<p>Value Diversity and Inclusion</p> <p>Be inclusive and respect diverse backgrounds, experiences and perspectives</p>	<ul style="list-style-type: none"> • Promote diversity, inclusion and cultural safety in your organisation, for colleagues, customers and stakeholders • Seek practical ways to build cultural safety by removing barriers for people from diverse cultures, backgrounds and experiences • Recognise and adapt to individual abilities, differences and working styles • Support initiatives that create a safe and equitable workplace and a culture that values difference • Recognise and proactively address bias in interactions and decision-making 	Adept
 <p>Relationships</p>	<p>Commit to Customer Service</p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> • 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
 <p>Relationships</p>	<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Encourage a workplace culture that values collaboration • Communicate with other teams to improve information sharing • Share lessons learned with other teams and business units • Identify opportunities to collaborate with stakeholders, including people with lived experience, to develop better processes and solutions • Actively use digital information platforms, collaboration tools and other digital technologies to share information and work with diverse audiences to solve problems and improve services • Consider diverse cultural perspectives to provide insights into collaborative work 	Adept
 <p>Results</p>	<p>Demonstrate Accountability Be proactive and responsible for your actions, and follow legislation, policy and guidelines</p>	<ul style="list-style-type: none"> • Assess work outcomes, and identify and share what you learnt to inform future actions • Ensure your own and others' actions focus on achieving organisational goals • Exercise delegations responsibly • Understand and apply high standards of financial probity with public money and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure your own and others' health and safety • Conduct and report on quality control audits • Identify and mitigate risks to achieving goals • Consider data security, ethics and privacy in decision making 	Adept
 <p>Business Enablers</p>	<p>Finance Understand and apply financial processes to achieve value for money and minimise financial risk</p>	<ul style="list-style-type: none"> • Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending • Consider financial impacts and value for money when making recommendations and decisions • Understand how financial decisions impact the team and your organisation's overall financial position • Understand and act on financial audit, reporting and compliance obligations 	Intermediate






Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Be aware of financial risk, reputational risk and how exposed your organisation is to these risks Suggest solutions to deal with financial and reputational risks 	

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	Manage Self	Be persistent, self-reflect and commit to learning	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	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

Capability group/sets	Capability name	Description	Level
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
 Business Enablers	Technology	Understand and use available technology to maximise efficiencies and effectiveness	Intermediate
 Business Enablers	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
 Business Enablers	Project Management	Understand and use effective ways to plan, coordinate and control projects	Foundational