

Role Description

Legal Support Officer Level 2



Department/Agency	Office of the Director of Public Prosecutions
Division/Branch/Unit	Solicitor's Office
Role number	Not Applicable
Classification/Grade/Band	Prosecution Officer (Administrative) Level 2
Senior executive work level standards	Not Applicable
OSCA Code	531111
PCAT Code	6111118171
Date of Approval	19 April 2018
Agency Website	www.odpp.nsw.gov.au

Agency overview

The Office of the Director of Public Prosecutions (ODPP) provides an independent, efficient, fair and just prosecution service for the people of New South Wales. The vision of the ODPP is to be a dynamic prosecution service recognized for its excellence and leadership. It acts in the public interest for NSW Parliament, the Judiciary, the Courts, Police, victims, witnesses, accused persons and others in the criminal justice system and the wider community.

Primary purpose of the role

This is an administrative role which involves providing high quality legal support in the delivery of an effective and efficient prosecution service.

Key accountabilities

- Provide high quality legal support to ODPP staff, Crown Prosecutors and other Counsel.
- Register and update matters; maintain files, briefs, file notes and records of proceedings; organise of court lists witnesses, exhibits, meetings, diaries and conferences.
- Liaise with external stakeholders including police, legal practitioners, witnesses and court registry staff to obtain and provide all necessary information and assistance.
- Provide general legal support including drafting correspondence, photocopying, records and supply management, reception work, mail delivery and photocopying.
- Maintain digital records and systems to ensure documents are accurately collated, well organised, and securely stored in line with organisational requirements.

Key challenges

- Balance competing demands and ensure professional standards are met in the delivery of clerical support services for preparation and prosecution of matters in a high volume, time sensitive environment.
- Ensure the accuracy of record keeping, maintain integrity of data entry and file management systems for effective prosecutions.
- Exposure to traumatic material and events in prosecutions.

Key relationships

Internal

Who	Why
Solicitor's Executive, Director's Chambers, Crown Prosecutors, Managing Solicitors, Managers of Legal Support and other ODPP staff	Collaborate with and engage in teamwork to ensure the delivery of an effective and efficient prosecution service.

External

Who	Why
Victims and Witnesses	Deliver on the ODPP's commitment to victims and witnesses and meet the obligations under the ODPP Guidelines and Victim's Rights Act.
Police and other investigating bodies	Liaise with police and other investigating bodies to obtain all necessary material, information and assistance required for the effective prosecution of matters.
Courts	Interact with court registries and court officers to assist in the administration of justice.
Defence Representatives	Liaise with defence representatives to ensure an effective and efficient prosecution service.
External agencies	Engage with and provide services to maintain effective relationships with key stakeholders for the provision of high quality services.

Role dimensions

Decision making

Maintain strict confidentiality in relation to ODPP information and act in accordance with ODPP policies and procedures. Be accountable for integrity of data and clerical tasks.

Reporting line

Manager Legal Support

Direct reports

Nil.

Budget/Expenditure

Nil.

Essential requirements

- Experience in the delivery of clerical support services including advanced word processing and data entry skills.
- Effective interpersonal, communication skills and organisational skills.

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	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	- Be flexible, show initiative and respond quickly when situations change - Give frank and honest feedback and advice - Acknowledge when someone challenges your ideas, seek to understand why and respond appropriately - Raise and work through challenging issues and seek alternatives - Respond professionally when under pressure and in challenging situations	Adept
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	- 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
 Relationships	Communicate Effectively Communicate clearly, pay attention to others and respond with understanding and respect	- Focus on key points and use clear, concise and inclusive language - Clearly explain and present ideas and arguments - Pay attention and ask appropriate and respectful questions to understand others' point of view - Promote the use of inclusive language and help others to adjust their language where necessary - Seek feedback about your communication style and adapt where necessary - Write in a way that is well structured and easy to follow - Clearly communicate routine technical information	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in your organisation • Demonstrate a thorough knowledge of the available services and share relevant information with customers • Identify and respond quickly to customer needs • Consider different customer needs and experiences when developing solutions to meet needs • Resolve complex customer issues • Cooperate across work areas to improve outcomes for customers	Intermediate
 Results	Deliver Results Achieve results by using resources efficiently and committing to quality outcomes	• Seek and apply specialist advice when needed • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver your own work and that of the team or business unit • Contribute to assigning responsibilities and resources to ensure the team or business unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
 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	Manage Self	Be persistent, self-reflect and commit to learning	Intermediate
 Personal Attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Foundational
 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	Foundational
 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	Intermediate
 Results	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Foundational

Capability group/sets	Capability name	Description	Level
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 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