

Role Description

Manager Legal Support - Regional



Department/Agency	Office of the Director of Public Prosecutions
Division/Branch/Unit	Solicitor's Office
Classification/Grade/Band	Prosecution Officer – Administrative Grade 5
Senior executive work level standards	Not Applicable
OSCA Code	512111
PCAT Code	1111573
Date of Approval	02 July 2026
Agency Website	https://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 recognised 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

To manage a team of Legal Support Officers in the provision of comprehensive legal support to all solicitors within the group/office, while also delivering seamless support to Managing Solicitors, ensuring all matters allocated to associated Groups are managed in accordance with required process, procedures and protocols. In addition, manage all property and facilities requirements specific to the regional office sites. This includes, but is not limited to security, maintenance, refurbishment, technology, asset management (e.g. motor vehicles), office supplies and equipment.

Key accountabilities

- Manage, lead and develop legal support officers in Regional Operations teams.
- Manage the operations of the legal support team to deliver a high-quality legal support service in a high volume, deadline driven environment, including the Court rostering process to ensure all Courts are staffed appropriately.
- Maintain effective channels of communication with internal and external stakeholders, filter all correspondence to facilitate optimal use of the Managing Solicitor's time and provide relevant and timely information and assistance.
- Review, design and implement changes to administrative systems and work practices and provide assistance to the Managing Solicitors and their teams to ensure a high quality and timely prosecution service.
- Monitor and review the quality, accuracy and timeliness of MATTERS data entry, ensuring Legal Support Officer training & education on related collation, input and system operation, to ensure a high level of data management integrity.
- Lead the coordination and delivery of the full range of office management, administration and maintenance services (including but not limited to technology; security; property and fleet management) ensuring compliance with ODPP, WHS, and related policies, and that all staff on site, have the necessary tools, support resources, facilities and services, necessary for the performance of their roles.

- Ensure all office procurement activities are conducted in compliance with the NSW Government procurement framework.
- Manage the implementation and use of online systems to enhance capacity and capability of team members, conducting necessary User Acceptance Testing (UAT), training and adopting the ongoing role of “expert user”.

Key challenges

- Act as the primary point of contact and resolution for all property and facilities requirements for the region.
- Manage competing priorities to ensure a timely and quality service is maintained in a high-volume, deadline driven environment.
- Ensure that the administrative staff work as a team and have an understanding of all job functions and office systems, including technology, legislation and internal policy to support the legal and WAS staff.
- Managing the potential impact of exposure to traumatic material and events relating to criminal matters which may heighten the risk of developing vicarious trauma.

Key relationships

Internal

Who	Why
Managing Solicitor	• Providing support and project updates
Legal Support Officers	• Co-ordinate workflow, share information, transfer files and assist with all legal support, as required
Paralegals	• With Managing Solicitor oversight, providing operational oversight and workflow management, work allocation and rostering and development opportunities
Solicitors & Solicitors Executive, Crown Prosecutors, Directors Chambers, WAS; ODPP staff	• Co-ordinate workflow, share information, transfer files and assist with all legal support, as required

External

Who	Why
Court Registries and listing authorities	• Provide files, material and listing information to facilitate the delivery of an effective prosecution service
Police; Defence solicitors; Legal Aid	• Co-ordinate the receipt of matters and the provision of information and material
Service Providers	• Sourcing and managing service providers within budget and delegated authorities

Role dimensions

Decision making

The position holder works under limited supervision and must analyse matters to determine their nature and urgency, ensuring matters are dealt with accurately and efficiently. The position holder must determine best practice systems for the effective and efficient processing of matters and requisitioning and the collection of statistics and other records as required.

Reporting line

Managing Solicitor

Direct reports

From 5 up to 17 Legal Support Officers

Indirect reporting line with delegated supervisory support/work allocation for 7 up to 15 Paralegals

Budget/Expenditure

Financial delegation of \$10k

Key knowledge and experience

- Experience in property and facilities management, including office refurbishment, technology, asset management (e.g. motor vehicles) and security.
- Extensive management and administrative experience in a high volume legal or other administrative environment.

Essential requirements

- Hold Australian or NZ citizenship, Australian Permanent Residency (for ongoing roles) or a valid visa to work in Australia (for temporary roles).
- Undertake relevant pre-employment checks such as Criminal History Check.

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	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	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
		- Report misconduct and inappropriate behaviour - Report and manage conflicts of interest and encourage others to do so	
 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	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
 Results	Deliver Results Achieve results by using resources efficiently and committing to quality outcomes	- Use your own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes - Ensure staff understand expected goals and acknowledge staff success in achieving these - Identify the resources people need and ensure goals are achieved within budget and on time - Use business data to evaluate outcomes and inform continuous improvement - Identify priorities that need to change and ensure the way resources are allocated meets new business needs - Ensure you budget for and clearly state the financial impacts of new priorities	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	- Consider the future aims and goals of the team, business unit and your organisation when prioritising work - Set, prioritise, consult on and develop team and business unit goals, strategies and plans - Anticipate, assess and respond appropriately to the impact of changes, including changes to government policy and economic conditions, on team or business unit goals - Ensure current work plans and activities support and are consistent with organisational change initiatives - Evaluate outcomes and adjust plans accordingly	Adept
 People Management	Manage and Develop People Engage with and motivate staff, and develop their capability and potential	- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes - Adjust performance development processes to meet the diverse abilities and needs of individuals and teams - Develop work plans that consider capability, strengths and opportunities for development - Be aware of the effects of bias when managing team members - Seek feedback about your management capabilities and develop strategies to improve on them - Address and resolve team and individual performance issues, including unsatisfactory performance, promptly and effectively - Monitor and report on team performance in line with established performance development frameworks - Develop positive relationships to ensure cultural safety and trust between team members	Adept
 People Management	Optimise Business Outcomes Manage people and resources effectively to achieve public value	- Develop team and business unit plans that consider team capabilities and strengths to meet current and future business needs - Plan and monitor resource allocation effectively to achieve team and business unit goals - When planning resources, consider the attraction and retention of people with diverse cultures, backgrounds and experiences - Ensure team members understand and apply public sector business principles - Participate in wider organisational workforce planning to ensure capable resources are available	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	Foundational
 Personal Attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	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	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational

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	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	Intermediate
 Business Enablers	Project Management	Understand and use effective ways to plan, coordinate and control projects	Foundational
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
 People Management	Manage Reform and Change	Support and champion change, and help others to engage with change	Intermediate