

Position Description



Position: Administrative Officer – Grants
Classification Code: ASO2
Division: Grants

POSITION DESCRIPTION

Summary of Role:

The Administrative Officer - Grants will provide an administrative support service to the Grants team. This requires the incumbent to undertake all aspects of administrative and support duties which includes the generation and/or formatting of letters, handling telephone and email enquiries and providing advice and support to clients and practitioners regarding eligibility, availability, status and outcomes of Legal Aid applications.

Reports to: Manager, Grants

Special Conditions:

The employee:

- may be required to undertake some out of hours work.
- may be required to undertake some intra/interstate travel.
- may be required to work at any Legal Services office as required.
- will undergo periodic National Police Clearances and DHS Working with Children Checks.
- is required to comply with the standards outlined in the Code of Ethics for the South Australian Public Sector, relevant legislation, and Legal Services policies and procedures.
- is required to maintain strict confidentiality in accordance with Section 31A of the *Legal Services Commission Act 1977*.
- is required to participate in performance reviews and development programs.
- is required to attend mandatory in-house training and/or Mandatory Continuing Professional Development.

Key Responsibilities and Duties:

- Provide timely and professional administrative support to the Grants team on a day-to-day basis which includes the generation and/or formatting of letters and maintaining and arranging room bookings.
- Handle telephone and email enquiries in a courteous and effective manner appropriately responding to queries and providing advice and support to clients and practitioners regarding eligibility, availability, status and outcomes of Legal Aid applications.
- Undertake all tasks in relation to sending, receiving and distributing electronic mail for the Grants team.
- Refer clients to other organisations or specialist services where the criteria for a grant of legal assistance are not satisfied.

- Assist the Coordinator Grants with the entering and maintenance of provider financial statistical records and data.
- Assist the Coordinator Grants with the preparation of appeal documents.
- Communicate effectively with persons from a wide range of backgrounds including differing socio-economic and cultural backgrounds.
- Comply with Legal Services' requirements for the recording of client information, statistical data and other reporting and evaluation procedures, and maintain good file management and comply with professional ethics and standards.
- Actively participate and contribute to responsible and safe work practices by complying with WHS legislation, policies and procedures.
- Embrace diversity and cultural differences in the workplace by displaying respectful behaviour in the workplace.

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

Educational/Vocational Qualifications:

- Not applicable.

Personal Abilities/Aptitudes/Skills:

- Well-developed communication and interpersonal skills including demonstrated ability to work effectively in a team environment, foster sound working relationships with a range of staff and stakeholders and prepare clear and succinct correspondence.
- Demonstrated ability to be self-motivated, flexible, conscientious, reliable and enthusiastic and exercise confidence, sensitivity and discretion in handling confidential matters and difficult clients.
- Demonstrated motivation and initiative to operate with a degree of autonomy in providing secretarial and administrative support to legal officers.
- Demonstrated keyboard and computing proficiency including the ability to prepare timely and accurate documents.

Experience:

- Experience in providing professional and timely legal administrative support services in a demanding environment including dealing with challenging clients in a culturally appropriate manner.
- Experience in providing a range of administrative support services including preparing correspondence, coordinating and maintaining appointment diaries.
- Strong digital skills and competency in the use of Microsoft Office suite of products, the internet, email correspondence and electronic records management systems.

Knowledge:

- Knowledge and understanding of processes and protocols adhered to in a legal environment.
- Understanding of the justice system.
- An understanding of Workplace Health and Safety and Equal Opportunity principles.

DESIRABLE REQUIREMENTS

- Previous experience within a legal environment.
- Experience in working with digital document management systems.
- Knowledge of the organisation, procedures and operations of the Legal Services.
Knowledge of legal terminology.
- Knowledge of legal documents used in Courts.

Position Description Approval

Approved by:

Signed by:

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Delegate

10 February 2026

Date