

Position Description



Position: Legal Administrative Officer (Family Dispute Resolution)
Classification Code: ASO2
Division: Family Law Division

POSITION DESCRIPTION

Summary of Role:

The Legal Administrative Officer (Family Dispute Resolutions) is responsible for the provision of administrative support services to the Family Dispute Resolution (FDR) Program in the Family Law Division. This requires the incumbent to undertake all aspects of the administrative support duties relating to the organisation of FDR Conferences, including assisting in the preparation of all documentation relating to FDR Conferences; meeting and greeting lawyers and clients when they attend for FDR Conferences; assisting the Chairpersons, and responding to incoming all enquiries relating to FDR, in line with Legal Services procedures.

Reports to: Manager, Dispute Resolution

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 comply with requirements of Legal Services in house costing of case and non-case related work and any other costing systems.
- is required to participate in performance reviews and development programs.
- is required to attend mandatory in-house training and Mandatory Continuing Professional Development.

Key Responsibilities and Duties:

- Provide a timely and professional administrative support service to the Family Dispute Resolution Program, which includes:
 - Undertaking tasks in relation to the opening and closing of FDR Conference files to ensure processes are completed, and information is entered into the system in a timely and accurate manner;

- Acting as a 'conciierge' for meeting and greeting people (lawyers and clients) when they attend for FDR face to face conferences at the Adelaide Office ground floor reception area as required;
 - Supporting the Chairpersons in their role by escorting the lawyers/clients in and out of the room, printing documents, preparing Certificates, taking phone calls;
 - Monitoring, generating and/or formatting of all correspondence relating to organising FDR services including legal and Court documents, maintaining and arranging appointments, assisting in preparing Court ordered FDR Conferences, sending, receiving and distributing emails and other documentation; and
 - Entering and maintaining statistical data within Legal Services' digital document management systems.
- Establish and maintain positive and collaborative working relationships with internal and external stakeholders.
 - Provide a professional and timely service to clients and professionals attending for FDR Conferences at Legal Services' office.
 - Handle telephone and email enquiries in a courteous and effective manner for lawyers and take the necessary action according to Legal Services procedures and requirements of each lawyer.
 - Provide assistance to the other administrative officers to ensure professional and timely service to clients and professionals engaging with Legal Services.
 - Ensure that office supplies are procured and maintained for the office.
 - Collate documents and prepare E-Briefs for Chairpersons, as required.
 - Perform such other duties commensurate with the position and classification, as may be required, or as requested by the Team Leader or Manager.
 - Communicate effectively with persons from a wide range of backgrounds including differing socio-economic and cultural backgrounds.
 - 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:

- A demonstrated ability to:
 - work with a degree of autonomy in providing administrative support to officers in the program.
 - complete documentation of a standard or regular nature from notes provided by professional staff or from pro forma templates.

- use a document file management system (Content Manager) and enter data as required (Law Office) in which to Open files and prepare documentation.
- build and sustain relationships with clients, solicitors, Counsel and other stakeholders via telephone and/or in person with a high level of maturity and initiative.
- provide quick and efficient information to clients, solicitors and the Courts via email and by phone and refer them to staff within the FDR Unit as needed.
- effectively deal with difficult clients.
- work in a team environment, foster sound working relationships and participate in team meetings.
- perform effectively, prioritise workloads with competing deadlines and achieve required outcomes.
- An understanding of confidentiality and an ability to be discrete in dealing with confidential and sensitive matters.
- An enthusiastic, conscientious and flexibility approach to work.

Experience:

- Strong digital skills and competency in the use of Microsoft Office suite of products, the internet, email correspondence and electronic records management systems.
- Experience in the performance of a clerical or secretarial support service in a legal or office setting.

Knowledge:

- Knowledge in the preparation of legal correspondence, court documentation and the justice system generally.
- Knowledge of the organisation, procedures and operations of the Legal Services.
- An understanding of Workplace Health and Safety and Equal Opportunity principles.

Position Description Approval

Approved by:

Signed by:

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Delegate

10 February 2026

Date