

Position Description



Position: Team Leader, Administration
Classification Code: ASO4
Division: Civil Law Division

POSITION DESCRIPTION

Summary of Role:

The Team Leader, Administration is responsible for providing administrative support to the Director, Civil Law Division (the division) and supervising the administrative officers within the team, ensuring the efficient operation of the support services for the division.

The role provides triage point for the various legal services provided by the division including distributing files to lawyers, managing workloads of administrative officers, assisting with reporting requirements, rostering administrative officers for maintaining Tribunal / Court diaries and inboxes, and providing secretarial support when required.

The position also provides a range of human resource management and reporting services including training administrative staff.

Reports to: Director, Civil Law Division

Direct Reports: Administrative Officers, Civil Law

Special Conditions:

The employee:

- may be required to undertake some out of hours work.
- may be required to undertake some intrastate/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 Mandatory Continuing Professional Development.

Key Responsibilities and Duties:

Leadership and Management

- Supervision and coordination of the team by managing and distributing workloads and supervising performance to ensure the work quality and work delivery of the team.
- Provide ongoing support to team members by promoting a culture that prioritises their physical, mental and emotional wellbeing, to foster a positive, inclusive and collaborative work environment.
- Coordinate the efficient operation of the division's administrative support services, including allocating and managing tasks.
- Engage proactively in organisational and cultural change and ensure effective communication within the office.
- Monitor service and other statistical data to evaluate efficiency and productivity and make recommendations for improvements.

Executive Support

- Provide high level administrative support to the division's Director.
- Assist the Director and Team Leaders on cross-divisional priorities and strategic initiatives.

Divisional Support and Quality Assurance

- Lead the administrative team in its role as a triage point for the Schemes of Legal Representation under the Mental Health Act 2009 and the Guardianship and Administration Act 1993, the NDIS Appeals Program and other legal programs delivered by the Division from time to time.
- Provide administrative support to the Director, Team Leaders and lawyers in their generation of correspondence, preparation of briefs and Tribunal / Court documents, and arrange appointments where required.
- Ensure administrative support staff are rostered to monitor all inboxes and calendars within the Division.
- Continue sound human resource management practices, including supporting, training and performance managing assigned staff and co-ordinating staff leave.
- Administer interview room bookings for the Adelaide Office utilising the room booking system.
- Develop and maintain strong working relationships with all key stakeholders associated with the Division that contribute to the efficient operation of the service.
- Prepare a range of ad hoc and regular reports including reports relevant to the legal programs delivered by the Division.
- Provide general administrative support to division, including to organise divisional meetings, training, preparing a range of ad hoc and regular reports, and sharing information to foster knowledge within the division and across Legal Services.
- Contribute to the continuous improvement of the division by implementing new systems and procedures as required.

General

- 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.
- Pro-actively safeguard the health and wellbeing of staff by ensuring safe work practices are adhered in accordance with all WHS legislation, policies and procedures within the workplace.
- Embrace and encourage diversity and cultural differences in the workplace by modelling respectful behaviour in the workplace.
- Promote and maintain a commitment to cultural competence and an inclusive workplace in support of First Nations people and other underrepresented groups.
- Act in accordance with the Appropriate Workplace Behaviours Procedure at all times.
- Consistently influence others to achieve objectives, especially in times of change and difficult situations.
- Anticipating the drivers and obstacles to change and identify ways to build on or decrease their impact.
- Work within the legislative requirements of the Legal Services Commission Act 1977, Fair Work Act 1994, Work Health and Safety Act 2012, Equal Opportunity Act 1984, Return to Work Act 2014 (SA), Independent Commission Against Corruption Act 2012 (SA), Public Interest Disclosure Act 2018 and other relevant Acts and Regulations.

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 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.
- Ability in working effectively under limited direction, exercise initiative and judgement where procedures are not clearly defined, prioritise workloads, work effectively under pressure and meet deadlines.
- Demonstrated commitment to continuous improvement and being open to new ways of working.

Experience:

- Experience in providing guidance to staff and developing their skills, confidence and competence.
- Experience in providing a range of administrative and legal support services including preparing correspondence, coordinating and maintaining appointment diaries
- Experience in maintaining data, records and preparing reports and other information that supports the management of work completed by other staff and the delivery of services.
- Experience in providing and coordinating customer service delivery in a demanding environment including dealing with challenging clients, in a culturally appropriate manner.
- Strong digital skills and competency in the use of Microsoft Office suite of products, the internet, email correspondence and electronic records management systems.

Knowledge:

- Well-developed knowledge of administrative processes, systems and records management practices relevant to working in a government environment.
- An understanding of collecting and maintaining data, records and preparing reports and other information that supports the work of other staff and the delivery of services.
- An understanding of Workplace Health and Safety and Equal Opportunity principles.

DESIRABLE REQUIREMENTS

- Experience in working with digital document management systems.
- General knowledge of the legal system, legal processes and protocols adhered to in a legal practice and welfare agencies in South Australia.
- Knowledge of the Schemes of Legal Representation under the Mental Health Act 2009 and the Guardianship and Administration Act 1993, the NDIS Appeals Program and Resolution of Status Program.

Position Description Approval

Approved by:

Signed by:

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Delegate

20 July 2026

Date