

Position Description



Position: Team Leader, Administration
Classification Code: ASO4
Division: Legal Information and Advice

POSITION DESCRIPTION

Summary of Role:

The Team Leader, Administration, Legal Information and Advice is responsible for:

- workforce scheduling for the Legal Information and Advice Division (LIAD)
- ensuring the efficient operation of the Adelaide reception front desk services
- managing the administrative and reception staff within LIAD, and
- providing and overseeing various administrative support services within LIAD.

The Team Leader works collaboratively with other Team Leaders in LIAD, as well as with Team Leaders of administration teams in other Divisions.

Reports to: Director, Legal Information and Advice

Direct Reports: Assistant Team Leader, Receptionists/Administrative Officers within LIAD

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.

Key Responsibilities and Duties:

Leadership and Management

- Provide leadership, supervision and advice/guidance to receptionists and administrative officers within LIAD to ensure the efficient use of resources and high-quality support to meet the needs of lawyers, clients and the community.

- Provide ongoing support to the 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 Adelaide reception front desk services, including allocating tasks, supervising work quality and developing appropriate and consistent processes and procedures.
- Engage proactively in organisational and cultural change and ensure effective communication within the office so all staff are aware of key organisational requirements and priorities, reforms and initiatives.
- Monitor service and other statistical data to evaluate efficiency and productivity and make recommendations for improvements.

Support to the Director

- Provide direct high level administrative support to the Director, LIAD and Team Leaders on cross-divisional priorities and strategic initiatives.

Divisional Support and Quality Assurance

- Administer the workforce schedules within the internal Workforce Management System, including creating, maintaining and adjusting rosters to ensure allocation of staff to the Legal Helpline, advice appointments, Legal Chat, court-based programs, prison outreach and other programs as required. This includes providing assistance to Senior Lawyers and Team Leaders in relation to the management of leave requests.
- Monitor operational performance for the Legal Helpline and client appointment wait times and allocate and adjust adviser resources as required to maintain service coverage.
- Provide training on the internal Workforce Management System and provide training to new users in the administrative and reception teams (including in other Legal Services offices).
- Manage shared inboxes and calendars as required.
- Oversee and monitor the booking of client appointments and interpreters for LIAD programs.
- Have responsibility for contract management as required, such as managing the contract for interpreter services for Legal Services.
- Administer interview room bookings for the Adelaide Office utilising the room booking system and provide training and assistance to other employees within the organisation in relation to room bookings.
- Providing general administrative support to LIAD, including support 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 efficiency of LIAD by continually reviewing, developing and, where appropriate, implementing new systems.

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 Commissioner 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 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 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 as a leader and being open to new ways of working.
- Demonstrated keyboard and computing proficiency including demonstrated ability to prepare timely and accurate documents using the Microsoft Office suite.

Experience:

- Experience leading, mentoring and managing a team of administrative staff to set direction, motivate staff and coordinate work.
- Experience in workforce scheduling, including creating, maintaining and adapting staff rosters and administering a range of human resource management activities.
- Experience in providing and coordinating customer service delivery in a demanding environment including supervising, supporting, training and motivating staff in dealing with challenging clients, both in person and over the telephone, in a culturally appropriate manner.

- Experience in collecting, maintaining and analysing data and preparing reports and other information that supports the work of other staff and enhances the delivery of services and systems.
- Strong digital skills and competency in the use of Microsoft Office suite of products, the internet, email correspondence and electronic records management systems.

Knowledge:

- Sound 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.
- General knowledge of the legal system and legal processes.
- An understanding of Workplace Health and Safety and Equal Opportunity principles.

DESIRABLE REQUIREMENTS

- Experience with Law Office and Genesys Workforce Management System (or other workforce management systems).

Position Description Approval

Approved by:

Signed by:

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Delegate

26 May 2026

Date