



POSITION DESCRIPTION – PD076

Administration Supervisor (Cairns and Townsville Offices)

Full Time

A. CONTEXT, PURPOSE OF THE ROLE AND OPPORTUNITY

About us

The Aboriginal and Torres Strait Islander Legal Service (Qld) Limited (ATSILS) is a not-for-profit, community-based organisation that delivers innovative, professional, criminal, civil and family law services and early intervention projects to Aboriginal and Torres Strait Islander clients throughout Queensland. Established in 1972, ATSILS has grown to 24 offices with around 300 staff strategically located across Queensland. We also operate specialist Through Care, Community Legal Education, Law Reform and Coronial Enquiries programmes to supplement our primary legal services across many of our regions.

Our Vision is to lead in the delivery of innovative and professional legal services.

Our Mission is to deliver quality legal assistance services, community legal education, and early intervention and prevention initiatives which uphold and advance the legal and human rights of Aboriginal and Torres Strait Islander people.

Purpose of the role

Under the direct guidance of the Regional Manager provide specific legal administration support and supervise administration staff at the local office, through guidance and distribution of workloads to the administration team, ensuring a high-level of administration across all jurisdictions is achieved.

At times the position provides specific legal administration and data entry support to Civil and Family Law Practitioners.

Opportunity

You will have frequent opportunity to provide an interesting range of services in a dynamic legal office for both staff and Aboriginal and Torres Strait Islander clients and their families.

A corporate services team based in Brisbane provides administrative and human resources services; locally, you will work with a busy legal defence team on a variety of projects and tasks. Our offices provide a rewarding social justice environment for service delivery which is achieved through one-to-one in person, direct community visiting, at our offices and by phone and internet.

B. REPORTING STRUCTURE

Duties are performed under the ultimate guidance of the Regional Manager, with regular reporting to the Chief Financial Officer (CFO), and other areas of the business that may require reports/input.

C. SELECTION CRITERIA

ESSENTIAL CRITERIA (7)

1. **Values:** alignment to the values and vision of ATSILS and an appreciation of, and sensitivity to the challenges our clients have faced, and continue to face, in their fight for and their right to justice and equity.
2. **Qualifications:** a minimum three years' full-time experience in a professional services office environment as a Legal Secretary or Administration Supervisor/Manager (a networked legal environment highly regarded), proven ability to work with Aboriginal and/or Torres Strait Islander clients. Diploma or Certificate IV in Administration will be highly regarded.
3. **Staff supervision:** previous team supervision is essential and includes, but not limited to, providing daily operational supervision and guidance to the administration team, including dealing with low-level employee matters within the team. Ensure all new staff to the office are onboarded effectively. Be the lead role for site WHS (Work Health and Safety) matters, including submitting reports, undertaking regular safety audits and provide other reasonable administrative support as required.
4. **Legal secretarial and database support work:** capacity to prepare court documents (including transcribing records of interviews, putting together client briefs, filing), complete online applications (data entry) and associated fees claims, and prepare legal correspondence. A minimum typing speed of 60 words per minute, 98% accuracy using Microsoft Word. Experience with Microsoft Outlook, Excel, and Edge/Internet Explorer, or Google Chrome is essential; experience in the operation of web-based conferencing or video equipment (e.g. Microsoft Teams or Go to Meetings) is highly regarded. Database experience – experience with client management systems including entering client data, updating and collation of reports on a regular basis is essential for this position. Experience with Microsoft Access or SQL Databases is an advantage.
5. **Administration experience:** liaising with the Regional Manager and staff with respect to key administrative tasks within the regional office. This includes providing practical operational support to a small administration team (liaising within and outside the organisation); and depending on the locality could include, maintaining a petty cash imprest system, monitoring supplies and phone use, arranging repairs to property, plant and equipment, archiving, organising cleaning services and events. Having a general awareness of workplace health and safety issues (or ability to quickly acquire such knowledge) is also essential. In some offices these duties could be shared with another member of the administration team.
6. **Reception and administration back-up work:** providing back up support to reception and other administration staff when required and includes providing culturally sensitive and efficient client services at reception to walk-in clients as well as those calling in by phone. Experience in operating a switchboard (or multi-line phone system) and exercising a high level of care and attention to detail is essential.
7. **Security and safety:**
 - a willingness to undergo a **Criminal Record Check** to achieve and retain a National Police Certificate (Australia-wide Disclosable Criminal History).

Candidates may be required to disclose misconduct (criminal convictions, prosecution investigations etc.) that prevent an ATSILS Security clearance in relation to any conviction for fraud or other dishonesty related criminal offences. To this end, a preferred candidate must be prepared to consent to a criminal history check being conducted (if requested). Note: A criminal history does not automatically preclude selection for interview, and a preliminary check can be discussed with the HR Manager after a candidate has been shortlisted for interview.

DESIRABLE CRITERIA (3)

1. Ability to use Microsoft Office in the current Windows networked environment; familiarity with shared internet-based calendars is highly regarded.
2. Experience in an Aboriginal service, Aboriginality and/or Torres Strait Islander identification.
3. Workplace Health and Safety qualification or current First Aid Certificate

Please apply at <http://www.atsils.org.au/job-vacancies>, writing up to 150 words for each criterion.

D. CORE DUTIES

1. **Provide professional administration support** to Legal Practitioners and other specialist staff in relation to preparation of court documents, typing client correspondence, and updating client records and court calendars as required.
2. **Prepare and lodge Legal Aid Applications** with Legal Aid Queensland (via the internet) as requested and follow-up on approvals and re-imburement of client costs incurred by ATSILS on Legal Aid Queensland's behalf and reconcile the same on a regular basis.
3. **Undertake data entry and updating of client records** using our client database; provide reports to the State Data Co-ordinator on a regular basis to ensure compliance with all reporting obligations (including compliance to file management protocols and data reporting).
4. **Staff Supervision:** provide daily operational supervision and guidance to the administration team, including managing rostering requirements, workload distribution, team communication and general effective office management. Ensure all new staff to the office are onboarded effectively. Be the lead role for site WHS matters, including submitting reports, undertaking regular safety audits and provide other reasonable administrative support as required.
5. **Carry out administrative tasks including:**
 - maintaining filing systems and archives for the office;
 - liaising with the Finance Staff in Brisbane in relation to repairs and maintenance to office property, plant, and equipment (including motor vehicles, mobiles and office equipment);
 - assisting the Chief Financial Officer with maintaining a cashless petty cash imprest system as directed (with oversight from the Regional Manager);
 - ordering office stationery (using an online ordering portal approved by the CFO in Brisbane) or duties could be shared with a fellow administration team member.
6. **Provide back up support at reception** (when required) including greeting clients and all visitors to the office, operate the office switchboard and take messages for staff members who are away at court, working from home, or on leave.
7. **Perform other finance and administration duties** as required by the CFO and Regional Manager.

E. TEAM, COMMUNICATION AND QUALITY IMPROVEMENT DUTIES

1. **Undertake study or training** which might be determined by the Executive and contribute to the professional development of other team-members as required.
2. **Take part in workplace health and safety** compliance initiatives and support other team members to do the same. This may involve providing an Emergency Front Desk service or Biosecurity Marshall assistance for drills, unplanned "lockdowns" or similar, and evacuations.
3. **Contribute to a supportive team environment**, through open and respectful communication, work flexibility and helping out the team when there are competing workloads or demands especially during staff absences.
4. **Be prepared to work professionally in a variety of locations**, including any approved home office or secure public facility and as approved by your supervisors.
5. **Provide input to annual appraisals** for the administration team in line with ATSILS policies and procedures. This may include participation and/or clear feedback on performance of each team member.
6. **Participate in annual appraisal of own work** and attend and document regular supervision sessions with the staff to whom you report, achieving a satisfactory work performance and conduct in accordance with the *ATSILS Code of Conduct*.

F. CORE COMPETENCIES

Your performance will be evaluated on the following facets:

- Ability to provide clear and concise leadership guidance and direction to a team of administration staff;
- Ability to provide professional, consistent, and efficient legal secretarial support to legal practitioners and other specialist staff;
- Ability to demonstrate a deep understanding of our Aboriginal and Torres Strait Islander community and to provide this as a culturally safe service to our clients and all visitors to the office;
- Capacity to provide accurate, reliable, and timely reports and/or services to the team and head office in terms of the client database management system and administrative requirements (including compliance to file management protocols and data reporting);
- Ability to communicate in a clear, supportive, and professional manner with both internal and external parties, and ability to maintain strict confidentiality as required;
- Prioritisation of work schedules amidst competing deadlines and being consistent in the application of workplace practices;
- Responsiveness and ability to exercise both initiative and compliance when dealing with Workplace Health and Safety, asset protection and security;
- Reliability in attendance and respect for ATSILS policy and procedures.

G. ATSILS Qld CONTRACT AND LOCATION

- This position falls under the umbrella of the Social, Community, Home Care and Disability Services Industry Award with a remuneration package and conditions as per the ATSILS Contract. The starting gross salary range with qualifications and experience is from \$92,000 (plus superannuation and leave loading) dependent upon experience, qualifications, and location.
- This role is currently funded to 30 June 2025.
- As a Public Benevolent Institution, our staff may opt to salary sacrifice a portion of their pre-tax salary up to a threshold set by legislation, reducing their taxable income in a given year.
- At ATSILS we offer structured professional development in conjunction with performance management, and study leave for approved work-related courses after a qualifying period.
- ATSILS adheres to the tenets of Equal Opportunity Employment.

Location: Cairns, and Townsville.

Our values at ATSILS:

- We **Care** for the human and legal rights, safety and psychological well-being of our staff, clients, and communities.
- We **Share** a common understanding of our clients' challenges and needs and strive to deliver quality and accessible legal services.
- We **Respect** the cultural diversity, values and beliefs of our clients and maintain their confidentiality in the delivery of legal services.

For further information please contact:

Human Resources Manager

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