

Salvos Legal | Position Description

Position: Team Assistant – Commercial Team

Terms of Engagement	
Name	
Status	Full Time, permanent
Location/Department	Salvos Legal, Level 2, 151 Castlereagh Street, Sydney NSW
Firm	Salvos Legal & Salvos Legal Humanitarian
Reports To	The Partners & National Office Manager
Direct Reports	Law Clerks
Practice Group	Commercial team
Hours	38 hours per week
Classification	Legal Services Award, Level 4
Social/General	Social

Army Mission Statement

All employees are expected to demonstrate empathy towards the mission of The Salvation Army, which is an international movement and is an evangelical branch of the universal Christian Church. Its message is based on the Bible and its ministry is motivated by love of God. The mission is both spiritual and practical, encompassing the preaching of the Gospel of Jesus Christ and the alleviation of human suffering and distress without discrimination. Employees are required to ensure their performance and behaviour upholds and reflects the principles of the Army's mission.

Position Purpose

To provide a full range of timely confidential administrative support to the Solicitors, whilst maintaining effective confidential communications with internal and external groups and individuals. In addition this role identifies and co-ordinates administrative and accounting needs of the Salvos Legal offices, working with other Assistants and Paralegals to ensure the smooth running of those offices.

Below is a detailed outline of the accountabilities of the position and relevant day to day tasks and duties.

Tasks, duties and measures for the position
1. Alignment with Mission

This category relates to alignment with the Mission of The Salvation Army and Salvos Legal as expressed in the respective mission statements and William Booth's 'Poor Man's Lawyer'.

- Maintain up to date knowledge and understanding of the Mission of The Salvation Army ('TSA') and Salvos Legal as expressed in the respective mission statements and William Booth's 'Poor Man's Lawyer'
- Meet core values and behaviours of TSA, including acting in accordance with the TSA Code of Conduct
- Using diligence and passion, ensuring both commercial and humanitarian clients receive the first class service they deserve

2. People and Culture

This category relates to your work with supervisors, staff and volunteers, and your contributions as a team member and alignment with the Firm's culture. Workplace, health and safety requirements are also included in this category.

Personal Development & Continuous Improvement

- Maintain and develop personal knowledge in respect of the matters outlined below under 'Requirement of the position'
- Attend training as required, including Workplace Health and Safety ('WH&S') training
- Attend a minimum of 90% of staff meetings
- Participate in regular performance appraisal, consistent with TSA policy
- Meet WH&S obligations in line with TSA Policy & Procedures & relevant legislation
- Evidence appropriate behaviour in day to day work activities which does not endanger oneself or fellow workers
- Refrain from using any defective tools or equipment
- Report all unsafe conditions, practices and hazards to the appropriate manager

Working with others

- Evidence of strong relationships with other team members, which assists in building a cohesive workplace
- Participate in team activities, attends staff meetings when scheduled and demonstrates a supportive approach to other staff members which contributes to the overall effectiveness of the team
- Demonstrate, on a continual basis, a commitment to assisting and supporting colleagues in all workplace activities
- Train new commercial/property staff on use of system, database and office procedures
- Liaise with other administrative assistants, law clerks and paralegals within SL Sydney to ensure that all office administrative and accounting tasks are handled in a timely and effective manner
- Assist team members with enquiries to ensure smooth running of the office

3. Contribution to Salvos Legal

This category relates to your contribution to the Firm's overall vision and strategic objectives and allows you the opportunity of making efforts to enhance and improve the organisation.

- Evidence of continuous improvement in areas of responsibility
- Search for better ways of performing the role and strive for best practice
- Seek new ideas, and embrace and adapt to change
- Display a significant level of initiative in all areas of work

4. Administrative Management

This category relates to performance of your core administrative duties key to your role within the Firm. This category also encapsulates any compliance obligations that you have, if applicable (e.g. professional memberships or continuing education).

Legal Administration

To provide a full range of timely confidential administrative support to the Partners, Lawyers and Senior Office Manager of Salvos Legal. Duties including (but not limited to) the following:

- Demonstrating TSA core values and behaviours in all work related activities
- Management of calendar and email
- Proactive admin of correspondence (including emails, phone, post) and communication to the Partners in a prompt manner
- Phone screening and management of correspondence
- Assistance with document creation and document management
- Assistance with creation and coding of precedent documents
- Organising corporate searches and liaising with Government bodies.
- Organising travel and accommodation requirements
- Preparation of meeting agendas, minute-taking and distribution, follow up with stakeholders, booking of rooms, facilities, catering etc
- Co-ordinating other administrative assistants and paralegals to ensure the smooth running of the Salvos Legal offices
- Training of intern staff as needed
- Assistance with reception duties
- Assistance with office and kitchen organisation
- Assistance with client reporting and spreadsheets
- Utilising other administrative assistants and paralegals (if relevant) to ensure that all office administrative and accounting tasks are handled in a timely and effective way
- Ensuring filing, administration and other ongoing matters are kept up to date and readily accessible
- Attending to prompt conflict checking and file opening
- Preparation of client invoices including retainer invoices
- Displaying initiative in all areas of work
- Demonstrating effective interaction with opposing solicitors, opposing clients, third party service providers and government ensuring that any provision of information in respect of a client matter does not reveal any privileged information which would prejudice a client's position
- Arranging all appointments with minimal interaction from the Partners
- Ad-hoc additional tasks as required, such as research and preparation of professional

presentations and reports

5. External Relationships

This category relates to your work with external stakeholders and the general public, particularly in relation to reflecting the culture and brand of the Firm.

- Interacting with third parties, including other TSA staff, in an appropriate, courteous and respectful manner
- Respond to email enquiries and telephone calls courteously within one business day
- Displaying customer service skills towards clients and third parties
- Ensuring prompt and effective service levels to reflect well on Salvos Legal

Requirements of the position

Essential Requirements

- An understanding, empathy and appreciation of the values and ethos of The Salvation Army
- 2+ years' experience in a similar role would be highly regarded

Skills & Behaviours

- An ability to work directly and flexibly with a diverse range of staff, volunteers and professional contacts.
- Experience in administrative procedures.
- Ability to relate to clients from both commercial and humanitarian backgrounds
- High level quality and customer service skills with initiative, discretion and judgment.
- Sound reception, communication and interpersonal skills
- Demonstrated ability to maintain confidentiality
- Empathetic to people in need
- Sound computer skills

Qualifications

- Certificate III in Business Administration (or similar)

Key Relationships/Interactions

Relationship

Nature of relationship

Partners

Direct line manager - accountable, providing reports and feedback on a regular basis

Salvos Legal Employees and Volunteers

Liaison, support and consultation as required

Key Relationships/Interactions

Relationship

Nature of relationship

Visitors to Salvos Legal

Providing assistance and guidance in a professional manner

Acceptance

Manager/Supervisor _____

Date _____

I have read this document and agree to undertake the duties and responsibilities as listed above.

I acknowledge that:-

- This Position Description details the accountabilities of the role and provides an indication of the current duties and task that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role.
- The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be assessed against these measures.

Name of Employee _____

Signature _____

Date _____