

## JOB AND PERSON SPECIFICATION

<b>Position:</b>	Chief Executive Officer (Director)
<b>Classification Code:</b>	SAES2
<b>Office:</b>	Adelaide
<b>ANZSCO:</b>	11111
<b>Status:</b>	Contract term arrangement

### Job and Person Specifications Approval

Approved by:

  
**Chairperson**

20 February 2024  
Date

### JOB SPECIFICATION

#### Summary of Role

The Legal Services Commission (Legal Services) is an independent Statutory Authority established pursuant to the *Legal Services Commission Act 1977* (the LSC Act) and charged with providing legal assistance to the public of South Australia in accordance with the provisions of the LSC Act.

The position of Chief Executive Officer (CEO) (Director) is established pursuant to s.14 of the LSC Act which provides that “the Director will be appointed by the Commission and will hold office on terms and conditions determined by Legal Services and approved by the Governor”.

The Chief Executive Officer (Director) is accountable to the Commission for discharging the statutory duties under the LSC Act to ensure legal assistance is provided to the South Australian community including responsibility for managing the scheme of legal assistance and a large in-house law practice.

The Chief Executive Officer (Director) provides expertise in leadership and overall management of Legal Services to enable it to provide a high quality, efficient and effective service. The role is also responsible for safeguarding the financial integrity of the Legal Services Fund, providing expert policy and strategic advice to Legal Services and direct to the Commonwealth and State Attorneys-General, ensuring corporate governance obligations are met and representing the Commission on National Legal Aid and in media and public events.

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## Reporting/Working Relationships

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**Reports to:** Chairperson of the Commission

**Direct Reports:**

- Chief Legal Officer
- Chief Operating Officer
- Chief Counsel
- Manager, Legal Information and Advice
- Manager, Human Resources
- Manager, Communications and Engagement
- Policy and Compliance Officers
- Executive Officer

The Chief Executive Officer (Director) of the Legal Services Commission has overall responsibility for the management of legal, professional and administrative staff in the Commission.

**Key Relationships:**

- Commissioners, Leadership, senior managers and employees of Legal Services
- Private Legal Practitioners
- State and Commonwealth Attorneys-General and their Departments
- Commonwealth and State Governments and Agencies
- National Legal Aid
- Other Legal Aid Agencies across Australia
- Members of the Judiciary and officers of the Courts Administration Authority
- Law Society of SA and South Australian Bar Association
- Legal assistance sector
- Community bodies and groups
- Universities.

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## Special Conditions

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- Out of hours work and travel to other Legal Services offices located throughout the State is required.
- Intra/interstate travel is required and may involve overnight absences.
- Employment is dependent upon periodic National Police Clearances and DHS Working with Children Checks.
- Comply with the standards outlined in the Code of Ethics for the South Australian Public Sector, relevant legislation, and Legal Services policies and procedures.
- Maintain strict confidentiality in accordance with Section 31A of the *Legal Services Commission Act 1977*.
- Participate in performance review processes and development programs.
- Attend mandatory in-house training and mandatory continuing professional development required by the relevant professional association.

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## Key Responsibilities and Duties

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The Chief Executive Officer (Director) Job and Person Specification is not exhaustive and describes the type and nature of duties that may be required. The Chief Executive Officer (Director) may be required to perform any duties commensurate with their classification level, skills, experience and qualifications.

The Chief Executive Officer (Director) is responsible for:

Key Responsibilities	Specified Duties	Key Performance Indicator
<b>Leadership</b>	<p>Achieve best practice leadership, management and supervision of Legal Services' employees.</p> <p>Lead and manage Legal Services' resources, effort and risk to meet agreed priorities.</p> <p>Accountable for the development and implementation of appropriate and responsible governance, structural and resource arrangements for Legal Services.</p> <p>Establish constructive working relationships among the staff and between management and staff consistent with a high performing professional organisation.</p> <p>Maintain a workplace culture that is committed to excellence in customer service.</p> <p>Productivity levels are monitored for all service provision.</p> <p>Ensure sound Human Resources and financial practices are implemented.</p> <p>Ensure the financial integrity of the Legal Services Fund and contribute to the sound financial management of Legal Services.</p> <p>Lead negotiations with State and Commonwealth Governments on funding requirements and monitor and report on expenditure.</p>	<p>Priorities identified and met.</p> <p>Agreed service standards for quality, consistency and timeliness are met or exceeded.</p> <p>Complex people matters are resolved sensitively and promptly.</p> <p>Performance Development Plans in place for staff.</p> <p>Sound, flexible use of resources.</p>
<b>Quality Legal Assistance Services</b>	<p>Ensure legal assistance is provided in the most efficient and economical manner for the SA community in accordance with the Act, policies, procedures, the National Legal Assistance Partnership Agreement and other service agreements entered into by Legal Services.</p> <p>Provide expert direction and leadership to staff to ensure that the objectives of Legal Services are</p>	<p>Discharge of the LSC Act obligations.</p> <p>Legal Services eligibility criteria operating effectively and efficiently.</p>

	<p>effectively achieved and accord with high standards of professional performance.</p> <p>Ensure cost effectiveness of grants of legal aid and ensure that applications for legal assistance are made in a manner and form determined by Legal Services.</p> <p>Deliver Corporate governance standards at the highest level.</p> <p>Drive reform and process improvements across Legal Services and ensure rationale for change and the related benefits are effectively communicated.</p> <p>Develop, monitor and evaluate all services offered by Legal Services.</p>	<p>Cost effective and quality delivery of legal assistance services.</p> <p>Change and reform activities are well understood.</p> <p>Agreed reform initiatives delivered.</p> <p>High standards of quality and timeliness of advice.</p> <p>A high level of consistency in advice and communication.</p>
<b>Strategic Objectives</b>	<p>Develop, lead, implement and evaluate the strategic plan for Legal Services.</p> <p>Drive strategic and operational excellence through effective interpretation of strategic imperatives into operational goals.</p> <p>Develop plans and strategies to optimise resource utilisation and ensure effort is effectively deployed according to business demands.</p>	<p>Strategic objectives delivered.</p> <p>Services or programs delivered within agreed timeframes and to required standards.</p>
<b>Stakeholder and Relationship Management</b>	<p>Represent Legal Services on external committees, at public inquiries, media enquiries and interaction with state and commonwealth Attorneys-General and government departments.</p> <p>Forge and maintain constructive and productive relationships with internal and external stakeholders.</p> <p>Actively set and promote the image and legal standing of Legal Services.</p>	<p>Communication and engagement strategies developed and implemented.</p> <p>Positive feedback from stakeholders and customers.</p>

<b>National Legal Aid Obligations</b>	<p>Participate in National Legal Aid by providing strategic input on legal aid issues across Australia.</p> <p>Lead a national working group on a speciality area of service delivery.</p> <p>Oversee subject matter experts to inform reform and change in speciality areas of law.</p> <p>Prepare submissions and attend Senate enquiries and other high level Commonwealth Government reviews.</p> <p>Chair National Legal Aid on a rotation basis.</p>	<p>High quality and timely advice provided to the National Legal Aid.</p> <p>Contribute regularly to discussions and projects relating to reform and change.</p>
<b>Drive Culture</b>	<p>Pro-actively safeguard the health and wellbeing of staff by ensuring safe work practices are undertaken by self and others in the workplace by adopting appropriate management practices to manage legislative requirements of the <i>Work Health and Safety Act 2012</i>.</p> <p>Embrace and contribute towards diversity and cultural differences in the workplace by advocating equal employment opportunities and diversity in the workplace.</p> <p>Promote and maintain a commitment to cultural competence and an inclusive workplace in support of First Nations people and other underrepresented groups.</p> <p>Act in accordance with the Appropriate Workplace Behaviours Procedure at all times.</p> <p>Motivate others by encouraging them regularly to contribute to planning for the future.</p> <p>Consistently influence others to achieve objectives, especially in times of change and difficult situations.</p> <p>Anticipate the drivers and obstacles to change and identify ways to build on or decrease their impact.</p> <p>Work within the legislative requirements of the <i>Legal Services Commission Act 1977</i>, <i>Fair Work Act 1994</i>, <i>Work Health and Safety Act 2012</i>, <i>Equal Opportunity Act 1984</i>, <i>Return to Work Act 2014 (SA)</i>, <i>Independent Commissioner Against Corruption Act 2012 (SA)</i>, <i>Public Interest Disclosure Act 2018</i> and other relevant Acts and Regulations.</p>	<p>Lead active participation in and contribution to responsible, diverse and safe work practices.</p> <p>Support a culture of reporting hazards and incidents to enable continuous improvement.</p> <p>Pro-active measures are undertaken to adhere to and prevent injuries (physical and psychological).</p> <p>Meet with staff regularly.</p> <p>Individual differences are encouraged and accommodated in the workplace.</p> <p>Ensure procedural fairness and confidentiality is maintained at all times.</p> <p>Abides by the Acts, Regulations, Policies and Procedures.</p>

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**PERSON SPECIFICATION**

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**ESSENTIAL MINIMUM REQUIREMENTS**

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**Educational/Vocational Qualifications**

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Appropriate tertiary qualification in either law, accounting, business, finance or other related discipline.

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**Personal Abilities/Aptitudes/Skills**

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- Demonstrated intellectual and conceptual abilities for identifying strategic opportunities for change and law reform.
- Ability to manage multiple complex projects together with a proven ability to achieve results within tight timeframes.
- Proven ability to lead, motivate and engender co-operation at all levels, create cohesive work teams, effectively delegate, demonstrate empathy, and apply effective leadership principles.
- Proven ability to implement respectful collaboration, based on the highest standards of ethics and sound practice.
- Demonstrated personal drive, resilience and professionalism.
- Proven commitment to continuous improvement as a leader and being open to new ways of working.
- Sound analytical ability to identify and analyse trends and issues and the ability to identify needed reform or changes and formulate and implement appropriate recommendations.
- Demonstrated proficiency in financial management, including budgeting, forecasting and financial analysis.
- Proven ability to establish and maintain sound working relationships with clients, staff, the leadership of Legal Services and stakeholders across a range of organisations, agencies and services.
- Ability to communicate effectively with the most senior levels of Government up to and including Ministerial level.
- Proven high level ability to positively engage and liaise with key stakeholders, including proven negotiating and influencing skills.
- Proven verbal communication skills and an ability to relate effectively and maintain relationships with legal professionals, judiciary, senior government officials at the highest level and the community.

- Excellent written and presentation skills including the ability to develop well-researched, clear and concise reports, plans, presentations and recommendations.
- Proven ability to demonstrate confidentiality and diplomacy, use discretion and tact, and proven skills of working with astuteness in a sensitive/political environment.
- Proven ability to effectively juggle a high-volume workload and achieve effective results within relatively tight time frames.
- Proven ability to inspire confidence and operate effectively in dynamic and quickly changing environments, including the ability to lead and support teams through change.
- Proven success in facilitating organisational change including implementation of new ways of working and service improvements.
- Proven ability to think strategically with strong business acumen and systems thinking that enables effective contribution to the efficiency and effectiveness of an organisation.
- Commitment to the core purpose, beliefs and values of Legal Services and its work with less advantaged members of the community.

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## **Experience**

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- Demonstrated experience in monitoring, reviewing, and investigating strategic, complex, and contentious issues, and formulating responses.
- Demonstrated experience in developing and implementing constructive and innovative policies, procedures and practices within a legal environment.

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## **Knowledge**

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- Strategic understanding of the issues facing the legal system, the administration of the justice system, and the State and Commonwealth Government's law reform agenda.
- Detailed knowledge of the South Australian and Commonwealth justice framework, legal aid and legal assistance sector and their impact on the community.
- Knowledge of the procedures, organisation and operations of the Legal Services Commission.
- Knowledge of community groups or organisations working with or for clients or potential clients of the Commission.
- Knowledge of risk management and assessment processes.
- Knowledge of contemporary practices in human resources management, employee relations, workforce improvement and health and safety.
- Knowledge of technology in legal practice and ability to use standard software programs to a high level.
- Understanding of decision-making processes in the administrative arm of Government as well as Public Sector policies and procedures.

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## DESIRABLE CHARACTERISTICS

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### Educational/Vocational Qualifications

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- Be an admitted practitioner of the Supreme Court of South Australia.
  - Hold an unrestricted Category C Practicing Certificate or currently eligible to apply for an unrestricted Category C Practicing Certificate
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## SAES SELECTION CRITERIA: CORE COMPETENCIES

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The capabilities or competency elements outlined under each of the main headings guide the behaviour and performance of the South Australian Executive Service (SAES):

### 1. Shapes Strategic Thinking and Change

- Creates Vision
- Inspires
- Thinks and Acts Strategically
- Leads and Influences Change
- Solves Problems

### 2. Achieves Results

- Achieves and Delivers Results
- Drives Organisational Effectiveness
- Exercises Sound Judgement
- Manages Compliance with Legislation
- Assumes Accountability
- Evaluates
- Applies Technical Expertise

### 3. Drives Business Excellence

- Influences Organisational Performance
- Predicts and Plans for Future Organisational Needs
- Leads and Develops People
- Builds Capability and Expertise
- Promotes a Customer Service Ethos
- Directs Resources

### 4. Forges Relationships and Engages Others

- Develops and Uses Political Savvy
- Negotiates and Influences
- Manages Conflict
- Promotes Information Sharing and the Gathering of Knowledge
- Establishes and Maintains Strategic Network
- Communicates Clearly and Adapts to Audience



#### **5. Exemplifies Personal Drive and Professionalism**

- Models the South Australian Executive Service Values
- Engages with Risk and Shows Personal Courage
- Displays Flexibility and Resilience
- Demonstrates Self Awareness and a Commitment to Personal Development
- Promotes and integrates Diversity into the workplace
- Values Wellbeing for Self and Others

Acknowledged by Occupant ..... /...../ .....