

Practice Manager

Legal and Legislative Services

Position number	00045008
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 7
Reports to	General Counsel (Specified Calling Level 6)
Direct reports	Senior Policy Analyst (Level 6) Coordinator Legal Process (Level 5) Legal Process Officer x2 (Level 3) Legal Support Officer (Level 2)

Context

The Legal and Legislative Services Directorate provides advice to the Department on legal and legislation matters. The Directorate deals with, and on behalf of the Department, provides advice about various sensitive legal issues, complaints, administrative law, legislation issues, insurance matters and claims against the Department. The Directorate responds on behalf of the Department to court and other legal forums.

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Key responsibilities

- Lead and manage daily operations of the Practice Management team within the directorate.
- Provide leadership, strategic and operational advice to the General Counsel, Senior Legal Officer and Legal and Legislative Services staff on practice management issues.
- Coordinate the human, financial and physical resources for Legal and Legislative Services.
- Assist the General Counsel to implement reform and centralisation of the Department's legal function, including the development, implementation and ongoing application of appropriate legal workflow systems. This ensures incoming requests for legal services are recorded, allocated and monitored; legal information and documentation is efficiently and effectively stored; and previous advice can easily be retrieved.
- Develop, implement and review policies and processes for the Legal and Legislative Services directorate to ensure the efficient and effective use of available resources.
- Coordinate the development and implementation of service improvement and risk mitigation strategies, business plans and key performance indicators.

- Coordinate the preparation of regular reports, reviews and updates.
- On behalf of the General Counsel, prepare submissions and coordinate directorate responses to ministerials and Parliamentary enquiries.
- Prepare and present relevant reports, briefing notes and correspondence on a variety of issues, including notices of compliance, litigation exposure and legislation reports.
- Oversee and lead the development and delivery of training programs and workshops for department staff.
- Assist with or undertakes projects and research when required.
- Act as a point of contact for general enquiries from internal stakeholders, including the Executive and department staff and external stakeholders such as the State Solicitors Office and the Legal Practice Board.
- Manage the interface between the Department and external lawyers. Monitor outsourced legal matters and spend, ensuring quality, timeliness and value for money.
- Develop and maintain effective strategic relationships with key internal and external stakeholders, business areas within the Department and professional bodies.
- Lead and participate in the development of emergency response capacity (e.g., people, system, infrastructure, etc.) for this function in a large scale emergency requiring a coordinated response.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Department policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Department policy.

Selection criteria

1. Demonstrated substantial knowledge and experience in business planning; and developing, managing and implementing business systems and processes.
2. Demonstrated experience in a legal environment with an understanding of legal procedure and terminology.
3. Demonstrated highly developed and effective written, verbal and interpersonal skills, including the ability to liaise and maintain productive working relationships with internal and external stakeholders.
4. Demonstrated ability to develop innovative solutions to complex problems in order to meet organisational objectives.
5. Highly developed leadership and management skills, with the demonstrated ability to negotiate, influence and motivate people.

Eligibility and training requirements

Employees will be required to:

- possess a relevant tertiary qualifications, and/or relevant experience, in legal, public business administration
- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 6 August 2024
Reference D24/0571558