

# THE LEGAL PRACTICE BOARD OF WESTERN AUSTRALIA

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## ADMINISTRATIVE SUPPORT ASSISTANT CPD – LEVEL 2 Role Statement

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### Context and Scope

The Legal Practice Board (**Board**) and the Legal Profession Complaints Committee (**LPCC**) are established under the *Legal Profession Act 2008* (WA) (**LPA**). The Board has statutory responsibility for:

- the regulation of all legal practitioners practising in Western Australia;
- facilitating the regulation of legal practice on a national basis and for other related purposes;
- providing a system for the granting and renewing of local practising certificates; and
- providing a system to assist the Supreme Court in the process of admission to practice.

The members of the Board consist of the Attorney General (WA) and the Solicitor General (WA), all self-nominated Queen's Counsel and Senior Counsel whose principal place of practice is in Western Australia and twelve elected members from the profession.

The LPCC, a committee of the Board which deals with professional complaints and discipline, exercises its statutory functions independently of the Board. The Board provides the LPCC with such services and facilities as are reasonably necessary to enable the LPCC to perform its functions.

The Board operates with four other principal committees:

- Admissions and Registration.
- Professional Affairs.
- Management.
- Professional Development.

### Role

The Administrative Support Assistant – CPD provides direct support to the Administrative Assistant in the all processes within the Continuing Professional Development (**CPD**) workspace by providing general administrative support and other duties when required.

### Outcomes

1. High standard of administrative support.
2. High standard of collaboration and support.
3. Documents, reports and correspondence are prepared accurately and within set timeframes.
4. Communicates accurately, efficiently and effectively.
5. Confidentiality is maintained.
6. Effective teamwork and collaboration is applied to achieve positive outcomes.

### Reporting Relationships

Administrative Assistant L3

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**THIS POSITION**

**Effective Date:** December 2019

## **ADMINISTRATIVE SUPPORT ASSISTANT - LEVEL 2**

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### **Responsibilities**

1. Responsible for the processing of administrative tasks and correspondence relating to continuing professional development.
  - (a) Assessment of CPD applications
  - (b) Processing of payments
  - (c) Running daily reports to identify all incoming work
  - (d) Responds to all simple enquiries
  - (e) Manages the CPD inbox
  - (f) Manages all follow up queries
  - (g) Assists pre-planning and processing of the annual CPD audit
2. Considers incoming Form 3 and Form 4 applications to ensure compliance with legislation, utilising policy and procedure / systems as appropriate.
3. Works with assessment protocols for the assessment of applications.
4. Escalates complex compliance investigations and promotes and encourages compliance assessment and decision making in line with best practice regulation frameworks.
5. Prepares draft correspondence to practitioners to determine compliance with the LPA.
6. Provides information to members of the legal profession and the community of an administrative or procedural nature as authorised.
7. Works collaboratively as a member of a small team which positively contributes to an innovative work environment and achieves outcomes that meet the objectives of the Board.
8. Performs other duties as required.

### **WORK RELATED REQUIREMENTS**

*In the context of the position, all of the work related requirements must be addressed.*

#### **ESSENTIAL**

1. Well developed interpersonal, written, verbal, listening and communication skills with an ability to deal with people at all levels.
2. Ability to remain calm under pressure.
3. Attention to detail.
4. Demonstrated experience in providing administrative support.
5. Good computer skills including word processing.
6. Good organisation skills including the ability to prioritise and meet timeframes.
7. Proven ability to contribute positively within a small team and demonstrated initiative to improve the work environment.

#### **DESIRABLE**

1. Experience in the use of IMIS and Objective electronic record management system.
2. 1-2 years of administration experience.
3. Experience in the administration of continuing professional development.

**CAPABILITY STATEMENT**

1. Understands business values and objectives and can explain how they are relevant to their work.
2. Works under direct supervision to meet timelines and priorities.
3. Reschedules and reorganises work to reflect changes in priority.
4. Applies and develops capabilities to meet performance expectations, demonstrates knowledge of new programs, products or services relevant to the position.
5. Maintains accurate records and files.
6. Sees tasks through to completion.
7. Responds under direction to changes in client needs and expectations, manages progress and keeps clients informed, provides prompt and courteous service.
8. Recognises the value of individual differences and understands that others may work in different ways.
9. Adheres to the Code of Conduct and behaves in an honest, professional and ethical way.
10. Provides accurate information, checks and confirms accuracy prior to release.
11. Gets on with the job and applies self to meet objectives, follows up to ensure work is finalised.
12. Stays calm under pressure, does not react personally to criticism.
13. Agrees on performance levels with supervisor, seeks supervisor feedback and responds to guidance.
14. Limits the use of jargon, explains information using language appropriate to the client.
15. Listens and asks questions to ensure understanding, checks own communication has been understood.
16. Discusses issues thoughtfully without getting aggressive.

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**CERTIFICATION:**



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**Libby Fulham**  
Executive Director  
Legal Practice Board

6 January 2020  
Date