



Legal Administration Officer

Date	March 2024
Location	Wellington
Reporting to	Chief Legal Advisor
Responsible for	<ul style="list-style-type: none">• Providing administrative services including coordination, planning, tracking, reporting, data entry and analysis, and logistics services required to support the successful delivery of legal services by the Legal team.
Key relationships	<p>Internal:</p> <p>Chief Legal Advisor, Legal team members, Chief Ombudsman, Deputy Ombudsman, Chief Financial Officer and all levels of staff within the Office of the Ombudsman.</p> <p>External:</p> <p>Agencies within the Ombudsman's jurisdiction and other administrative support teams to Officers of Parliament.</p>

The Ombudsman is an Officer of Parliament. The Ombudsmen's functions are to:

- improve public sector capability to do its work and make decisions;
- inform the public to enable them to take constructive action to realise their rights;
- undertake formal consultations to assist public sector agencies to make specific decisions;
- deal with requests for advice and guidance about alleged serious wrongdoing;
- protect and monitor disability rights in New Zealand;
- monitor and inspect places of detention for cruel and inhumane treatment;

- resolve, investigate and review complaints about decisions on requests for access to official information;
- monitor general compliance and good practice by public sector agencies in managing and responding to official information requests;
- resolve and investigate complaints about public sector administration and decision making;
- contribute to systemic improvement by identifying, resolving and investigating concerns with public sector administration and decision making; and
- learn from, and assist to develop, international best practice.

Office Values

The Chief Ombudsman's statement of values is:

Te Haerenga o te Kaitiaki Mana Tangata: Our true north — the journey of the guardian of the mana of the people through our people, purpose and passion.

Three core values guide the work at the office of the Ombudsman. We believe strongly in these values and promote them as important principles for every staff member in every role. In particular:

- People – We all matter
- Purpose – Our focus is on fairness
- Passion – We believe we can make a difference

We expect everyone who works at the office to embrace and demonstrate these values. They form part of this job description and are taken into account during performance reviews.

Purpose

The Legal Administration Officer provides administrative services required to support the successful delivery of legal services by the Legal team.

This includes coordination, planning, tracking work, reporting, data entry and analysis, and email and diary management.

Incumbents may be required to provide similar types of support for other teams in the office as work volumes and demand permit and require. This aspect of the position is to encourage ongoing professional development and the sharing of institutional knowledge.

Key areas of accountability

<p>Legal team coordination and administration</p>	<ul style="list-style-type: none"> • Maintaining, documenting and reviewing processes and systems to support workflow management • Providing efficient and effective management of diaries and inboxes, ensuring that important messages and events are prioritised • Maintaining team filing systems • Coordinating meetings, events and training sessions, providing corresponding agendas and minutes • Document management and general administrative work as required • Provide coordination and administration services required to support the successful delivery of the annual Legal team objectives and programme of work • Organise, analyse and extract information as required to enable identification of themes and trends as appropriate. • Keep track of legal team's processes, work timeframes and progress, escalating any emerging issues and/or risks as required • Book travel for all Legal team activities including litigation processes and meetings • Coordinate Legal reports, surveys and other periodic projects
<p>Relationship Management</p>	<ul style="list-style-type: none"> • Build effective internal and external relationships as required to ensure successful delivery of the Legal team objectives and work programme

	<ul style="list-style-type: none"> • Maintain excellent working relationships with all staff to help the whole Office operate as a positive co-ordinated unit • Liaise with relevant stakeholders to identify and fulfil needs • Prioritise effectively, deliver and satisfy business needs and stakeholder objectives
Organisational Contribution and support	<ul style="list-style-type: none"> • Support the Chief Legal Advisor and Legal team to contribute to the strategic management and policy development work of the Office • Contribution made to an environment of openness, trust and collaboration • Contribute to the development of an organisational culture that reflects the Office's values • Contribute to team collaboration to ensure good working relationships are maintained with all staff so that the whole Office operates as a positive coordinated unit
General	<ul style="list-style-type: none"> • Provides legal administration support to Legal team, including Chief Legal Advisor and Lawyers • Undertake such other duties and special assignments as may be allocated by the Chief Legal Advisor and Lawyers • Meet agreed performance targets and standards • Ensure Office policies and procedures are implemented and applied appropriately • Deal with all work in a timely manner • Deal with all work to a high quality standard

	<ul style="list-style-type: none"> Occasional travel as required
--	---

Ideal person specification

Qualifications	<ul style="list-style-type: none"> Relevant training, qualification or equivalent work experience, preferably in public or administrative law and in a similar position
Knowledge	<ul style="list-style-type: none"> An understanding of the role of the Ombudsmen in contemporary society. An understanding of legislation, legal words and concepts An understanding of project management methodology
Experience	<ul style="list-style-type: none"> Demonstrated experience in administration, planning and coordination roles Experience in a legal support role and a working understanding of legal words and concepts Experience in working within a team oriented, collaborative environment
Skills and Attributes	<ul style="list-style-type: none"> Demonstrated planning and coordination skills A proven track record of experience and success in providing personal assistance and administrative support to managers and teams A proactive attitude A willingness to work in a flexible and dynamic environment Superior organisational skills

	<ul style="list-style-type: none"> • Strong attention to detail, and the ability to work effectively across multiple activities in a fast-paced and highly collaborative setting • Excellent oral and written communication skills • Proven analytical and problem solving abilities, including the ability to apply analysis to generate practical and sound solutions • A proven ability to work collaboratively with managers and staff at all levels • Ability to work autonomously but also a team player • Common sense and sound, practical judgment • High degree of initiative and the confidence to make independent decisions as required • Able to anticipate the needs of the Legal team and other Office staff, and develop practical strategies to deal with any issues arising if appropriate • Ability to work under pressure, manage competing priorities and maintain co-operative working relationships • A proven ability to work with a range of systems, technologies and applications
--	---

Competencies

Problem Solving

Individuals who demonstrate this competency possess an ability to establish courses of action for themselves that will ensure specific tasks or goals are achieved to a high quality, using appropriate resources, in a timely manner.

Communication Skills

Individuals who demonstrate this competency possess an ability to communicate a range of information and ideas effectively, both in writing and orally, to different audiences using language and style that is appropriate to the particular audience and context. They are able to inform, persuade and/or influence others and convey the Ombudsmen's viewpoint in order to achieve understanding and commitment.

Research and Analysis

Comprehensively gathers, analyses and summarises information, makes sense of large amounts of information and identifies where there are gaps. Acts to gather any further information need to fill gaps and follows up where information provided doesn't quite make sense.

Stakeholder Management

Able to successfully manage different requests for information and support, confident to push back positively and/or flag to their manager as appropriate.

Planning, Organising & Self-management

Individuals who demonstrate this competency possess an ability to establish courses of action for themselves that will ensure specific tasks or goals are achieved to a high quality, using appropriate resources, in a timely manner.

Teamwork and Collaboration

Individuals who demonstrate this competency recognise the value of working with others and establishing and maintaining effective relationships to achieve goals. They possess the ability to participate and contribute effectively to the achievement of the objectives of the Office as a whole.

Customer Focus

Focuses their efforts and those of their team on meeting the current and future expectations and requirements of internal and external stakeholders. Acts with stakeholders in mind. Views situations from the perspective of the stakeholder. Provides information people need to know to do their jobs in a timely way.

Interpersonal Skills

Builds good relationships both within the organisation and externally. Relates well to all kinds of people. Builds appropriate rapport. Uses tact and diplomacy. Can quickly find common ground and solve problems for the good of all.

Security clearance

The appointee to this position may be required to achieve and maintain a security clearance to the required level from the Security Intelligence Service, to the satisfaction of the Chief Ombudsman.