Role Description
Lawyer

Role Description Fields	Details
Cluster	Customer Service
Department/Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	271311
OSCA Code	281331
PCAT Code	1338192
Role Family/Function/Type	Legal & Dispute Resolution / Legal / Legal Practitioner
Date of Approval	December 2025 (2026 Capabilities updated Oct 2026)
Agency website	www.customerservice.nsw.gov.au

Primary purpose of the role

Provide independent, professional legal advice and legal services in all aspects of government law in one or more of three (3) streams: conducting prosecutions and other litigation, administrative law or legislative projects, administrative law and provision of advice as to the interpretation and operation of legislation administered by the organisation or procurement, property and contracts.

Key accountabilities

- Provide clear, concise legal advice and legal representation across a range of legislation administered by the organisation, legislative interpretation and review, participation in legislative projects and administrative law areas to support achievement of business objectives.
- Analyse and interpret legislation and evidence to draft documents, advice, pleadings, submissions and other court documents or prepare transactional documents or review, draft, negotiate documents, including procurement agreements, IT licensing, acquisitions, contracts, service agreements, as well as other legal documentation, briefing notes and correspondence to ensure the provision of efficient and effective legal services for the organisation.
- Research and draft advice and undertake representation, briefing counsel where appropriate to facilitate appropriate outcomes for the organisation.
- Assist clients and other key stakeholders on a range of matters and requests for advice to facilitate exchange of information, completion of tasks and meeting critical deadlines.
- Contribute to the maintenance and updating of registers and precedent systems to ensure the integrity of data, and consistency of legal services.
- Assist in developing and providing guidance or training material to the business to ensure compliance with legislative and regulatory requirements.

Key challenges

- Working in a dynamic environment of competing priorities and delivering practical, defensible, risk-based legal services on a diverse range of specialist issues.
- Maintaining an up-to-date knowledge of relevant legislation and case law while understanding and responding to diverse business needs and priorities, conveying legal concepts in clear and simple language to a range of stakeholders.

- Integrating a large range of technical, evidentiary, operational and policy information in analysing legal implications of decisions and actions.

Key relationships

Internal

Who	Why
Manager	• Escalate issues, keep informed, advise, receive guidance and instructions
Work Team	• Represent work group perspective and share information • Support team members and work collaboratively to contribute to achieving the team's business outcomes • Participate in meetings to share information and provide input on issues
Client/Customer	• Provide advice and representation • Participate in meetings to share information and provide input on issues • Address/respond to queries and provide solutions where possible, or redirect query to relevant area

External

Who	Why
Client/Stakeholders	• Address/respond to queries and provide solutions where possible, or redirect query to relevant area

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their manager. It refers to a managers' decisions that require significant changes to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

The role accounts and reports to the relevant reporting line manager

Direct reports

The role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

- Admission as a legal practitioner of the Supreme Court of NSW.
- Holds a current practising certificate.

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent your organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Promote a workplace culture that values high ethical standards and behaviour • Act to prevent and report misconduct and inappropriate behaviour • Put strategies in place to manage and monitor conflicts of interest • Ensure that others are aware of and understand the legislation and policy framework within which they operate	Adept
	**Manage Self** Be persistent, self-reflect and commit to learning	• Keep up to date with contemporary knowledge and practices • Seek and take advantage of opportunities to learn and apply new skills • Commit to achieving challenging goals • Seek and respond positively to constructive feedback and advice • Examine and reflect on your performance	Adept

	**Communicate Effectively** Communicate clearly, pay attention to others and respond with understanding and respect	• Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation • Clearly explain complex ideas and arguments to individuals and groups • Create opportunities for others to contribute • Share information with other teams and business units to enable informed decision-making • Write clearly and concisely in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences • Pay attention and encourage others to express their views	Adept
	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in your organisation • Demonstrate a thorough knowledge of the available services and share relevant information with customers • Identify and respond quickly to customer needs • Consider different customer needs and experiences when developing solutions to meet needs • Resolve complex customer issues • Cooperate across work areas to improve outcomes for customers	Intermediate
	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Understand a problem or explore an opportunity by finding data that is relevant, trustworthy and high quality • Research and analyse information to make recommendations based on relevant evidence • Identify and find appropriate solutions for issues that may stop people from completing their tasks • Be willing to seek others' input and share your ideas to achieve best outcomes • Come up with ideas and identify ways to improve systems and processes to meet organisational and customer needs	Intermediate

	**Technology** Understand and use available technology to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Use records, information and knowledge management systems effectively • Support system improvement initiatives and new technology when it is deployed • Identify where technology or automation supports tasks, and raise issues when applications may be inappropriate or inaccurate	Intermediate

Occupational Specific Focus Capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	**Legal Advice** Provide quality independent legal advice and explanation of legal issues	• Identify the purpose, scope and form of legal advice required. • Obtain relevant information and seek clarification or further information where necessary. • Identify vulnerable clients and manage related legal issues under supervision. • Analyse and apply relevant law to the facts, incorporating policy, probity and operational considerations, and considering the options available to the client, under supervision. • Identify potential legal risks applicable to the advice being provided and non-complex risk management strategies, under supervision. • Recognise where external legal expertise may be required; instruct external legal services providers and assembles legal briefs. • Manage relationship with external legal services providers. • Ensure that legal services provided meet client expectations (quality, timeliness etc) under supervision.	Level 1

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Intermediate

Occupational Specific Complimentary Capabilities

Capability group/sets	Capability name	Description	Level
	Statutory Interpretation	Interpret legislation, subordinate legislation and instruments in accordance with legislation and accepted legal principles	Level 1
	Legal drafting	Prepare legal documents to achieve client outcomes	Level 1
	Litigation and Dispute Resolution	Litigate and resolve disputes effectively in relevant forums and jurisdictions	Level 1

	Prosecution	Prosecute offences in accordance with the relevant law, conduct rules and prosecutorial standards	Level 1
	Advocacy	Act as an effective and ethical advocate	Level 1