



Marrickville Legal Centre

338 Illawarra Rd 9559 2899 www.mlc.org.au

JOB INFORMATION KIT

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1. About Marrickville Legal Centre

Working with our communities to provide free and independent community legal services, fearlessly, to those who need it most.

Marrickville Legal Centre is a community legal centre of more than 35 years standing, which provides free legal information, advice and casework services. The Centre also provides community legal education and pursues law and policy reform.

Marrickville Legal Centre's large geographical catchment area crosses 12 former Local Government Areas.¹ The Centre specialises in servicing culturally and linguistically diverse clients and also targets young people, tenants and women in domestic violence situations. The Centre prioritises service delivery to indigenous people, people with a disability, people with a mental illness, older people, gay, lesbian and transgender people, economically disadvantaged people and homeless people.

Marrickville's Legal Centre operates four main services:

- **General Legal Service (GLS)**

The GLS provides advice and assistance for a wide variety of legal problems including victims compensation, complaints about police or government agencies, discrimination, debt, consumer complaints, family, minor criminal matter, motor vehicle accidents and employment.

- **Youth Legal Service (YLS)**

The YLS provides legal information, advice and assistance for young people up to 24 years of age as well as to youth workers and parents on behalf of young people. This is a state-wide service.

- **Inner West Tenants' Advice and Advocacy Service (IWTAAS) & Northern Sydney Area Tenants Service (NSATS)**

The IWTAAS & NSATS provide information, advice and representation in the NSW Civil & Administrative Tribunal to residential tenants and boarding house residents. The tenancy services can help with a variety of issues, including Housing NSW tenants, private tenants, boarding house residents, repairs and maintenance, rent increases, termination and evictions, rental bond and negotiating with landlords and real estate agents.

- **Family and Domestic Violence Support Service**

The FDV Support Service provides casework assistance, support, information and referral to people experiencing family and domestic violence.

Marrickville Legal Centre provides services from its offices based in Marrickville and Chatswood, and conducts outreach services in Rockdale, Bankstown, Lakemba, Liverpool and Newtown.

¹ The Local Government Areas are the former Councils of Ashfield, Auburn, Bankstown, Burwood, Canada Bay, Canterbury, Hurstville, Kogarah, Marrickville, Rockdale, Strathfield and Sutherland.

2. Guide for Job Applications

The information contained in this document has been prepared to provide assistance in preparing applications for vacant positions within **Marrickville Legal Centre**.

Prior to completing your application, you should read each section to gain an appreciation of the selection process and the basis for selection of successful applicants.

2.1 Choosing the best person

Appointment to positions at Marrickville Legal Centre is on the basis of merit. *'Merit'* is decided with reference to the nature of the duties of the position and the abilities, qualifications, experience, standard of work performance and personal qualities of an applicant, only as they are relevant to the position.

Abilities

This refers to skills and capacities based on knowledge, practice and aptitude, which are relevant to effective performance in the position e.g. communication skills, liaison skills, supervisory skills, program management skills, capacity to undertake research or to work in a team.

Qualifications

These may be in the form of specific educational requirements e.g. a certificate, diploma or degree or a particular trade or professional requirement e.g. membership of a professional association.

Experience

Relevant experience might be in a specific field e.g. personnel, information technology, or finance or it might be in a specific function such as supervision, research, policy implementation, or investigation.

Standard of work performance

This refers to the quality of the work performed or produced and/or the level of output relevant to the position e.g. speed and accuracy in certain positions, quality of written work, quantity of items produced quality of advice given, thoroughness or reliability. Referees' reports as well as the applicant's demonstration of standards achieved are relevant to the assessment made.

Personal qualities

These should be unambiguously demonstrated to be relevant to job performance and should be defined as particular and identifiable work behaviour.

The selection process is governed by Equal Opportunity Principles. Fair and open competition applies to every advertised position within Marrickville Legal Centre.

The selection criteria provide the basis for the selection process. During the selection process none of the selection criteria specified can be overlooked and no new criteria can be introduced.

3. Applying for the position

You will need to apply in writing. Your job application determines whether you will get an interview. It is your opportunity to show the selection panel that you have the knowledge, skills, experience and ability to do the job.

You should take the following steps when preparing your application:-

- Read the selection criteria for the position you are applying for.
- Read the job advertisement and other job information material closely as it includes a description of the job, the job requirements and the selection criteria.
- Your application must include a response addressing *all* of the selection criteria. This should be separate to any resume or cover letter. **Each criterion should appear as a heading with your response below.** Be clear and concise, and show how your skills, qualifications, abilities and training are relevant. This is your opportunity to demonstrate how well you meet the selection criteria

Applicants who do not individually address *each* of the selection criteria might not be called for an interview.

Attach your resume

Attach to your application a brief resume with details of your skills, education and employment history. If you have gained skills or experience outside of work or overseas include them in your resume.

Name two Referees

Include the names and phone numbers of at least two referees who can comment on your work performance or provide personal references.

Send your application

Ensure that your application reaches the address specified in the advertisement by the stated closing date and time.

The selection panel can only accept late applications if the request for late application is granted prior to the position's advertised closing date. Late applications are not considered after the selection panel has met to select candidates for interview.

3.1 The Selection Process

The Selection Panel

A Selection Panel of at least three people carries out selection of applicants. There are usually two internal representatives and one external representative on the Panel. The Panel is responsible for selecting the applicant who best satisfies the selection criteria.

Consideration of written application

The Panel will examine your written application to see how well you meet the selection criteria. Based on your written application, you may be selected to attend an interview.

Interview

If you are selected for interview, you will usually be given at least three (3) days notice. You may be asked to bring samples of your work to the interview.

If you have any special requirements (e.g. disabled parking, wheelchair access, sign language interpreter), tell the contact person so that appropriate arrangement can be made.

The Selection Panel will ask you questions related to the selection criteria.

Prior to interview, try to anticipate questions that may be asked by the Selection Panel. Generally, the Panel prepares its questions by analysing the job advertisement and position Description. You should also analyse the advertisement and position Description and think about questions you would ask to assess an applicant's claim for the position, if you were a Panel member.

If invited to interview, you may ask what material, if any, to bring to the interview. If you are unable to attend the interview at the appointment time, it may be possible to organise an alternative time, but this is subject to the availability of the Selection Panel members.

At the interview the Panel will be seeking to determine each candidate's relative strengths and weakness in relation to the particular job.

You will have the opportunity to ask questions, giving the chance to demonstrate your interest in and understanding of the position and its duties.

Below are some suggestions for your presentation and performance at the interview:

- Speak clearly, so that members of the Panel can hear without difficulty.
- If you already work in the organisation, don't assume that internal representatives of the panel will be fully aware of your background.
- Stress the relevance of your qualifications and experience to the position for which you are applying.
- Present the Panel with any appropriate papers concerning qualifications and relevant previous work, but do not overload the Panel with documentation.

Referees reports

The view of referees may be obtained for applicants being given final consideration for appointment. Where this is done, the Convenor of the Selection Panel will contact the referees nominated by the candidate. The Convenor will ask similar and specific job related questions of each referee.

The Selection Panel's Decision

The selection panel makes a decision based on information gained from your written application, interview, referee reports and any other methods of assessment, if used. If no applicant meets the minimum criteria specified in the selection criteria the Panel will recommend that the position be re-advertised.

3.2 What happens next?

If you are selected for the job, Marrickville Legal Centre will contact you with a job offer, usually within 10 days of the interview. If you accept the job, the offer will be confirmed in writing. If your application is unsuccessful, you will be notified in writing usually within 14 days of the interview, after the successful candidate has accepted the offer.

Unsuccessful applicants may request a discussion with the Convenor of the Selection Panel. This can help you understand the Panel's decision and to discuss ways that you can improve your application or interview performance when you next apply.

4. Position Description

Position Title:	Operations Manager
Salary Range:	\$63,634 - \$81,573 (MLC Level 1 – 8)
Position Status:	Permanent, full-time
Position Reports to:	Executive Officer
Primary Responsibilities:	The management and planning of all aspects of the office environment, including MLC's reception, premises, equipment and amenities, filing, IT and telecommunications needs. Management and regular review of all office systems.

Role and Context of the Position

Marrickville Legal Centre (MLC) provides access to justice through the provision of legal services, law reform and community legal education. In particular, MLC assists people who are disadvantaged by their social and economic circumstances.

The Operations Manager is responsible for the management of MLC's office environment. This includes office organisational planning, management and maintenance of equipment and premises and their use, IT, archiving, filing and the smooth running of MLC's reception as MLC's professional public face for all initial public contact.

The position will be based primarily in the MLC office in Marrickville however the role will require liaising with, and ultimate responsibility for, the management of MLC's Chatswood office.

Delegated Authority

As per chart of delegations.

Supervision

As per Marrickville Legal Centre policy.

Annual Performance Appraisal

As per Marrickville Legal Centre policy.

Terms and Conditions of Employment

As per Marrickville Legal Centre Enterprise Agreement 2012 – 2015.

Organisation Expectations

This section describes expectations that apply to all employees regardless of their role.

1. Governance and Accountability

All employees will:

- a. Adhere to Marrickville Legal Centre Constitution, philosophy, policies and procedure
- b. Comply with relevant state and federal legislation, funding body service agreements, the National Association of Community Legal Centre's Risk Management Guide and industry standards
- c. Document work in line with required standards
- d. Undertake data collection
- e. Perform all reasonable duties requested by the Board or their delegate
- f. Attend supervision sessions

2. Teamwork

All employees will:

- a. Attend staff, team and casework meetings when required and contribute to decision making
- b. Contribute to Marrickville Legal Centre planning relevant to own work, including implementation of the Strategic Plan.
- c. Contribute to a positive and cooperative work environment
- d. Follow through on commitments
- e. Contribute to housekeeping tasks
- f. Notice and discuss areas for process improvement
- g. Act to support volunteers, management and other staff members
- h. Perform own basic administrative tasks

3. Development

All employees will:

- a. Participate in required training and ongoing professional education

4. Work Health and Safety

All employees will:

- a. Understand the WHS Policy, and how they can participate and support the implementation of the WHS Policy

Position Expectations

This section describes the expectations that apply to the Operations Manager.

5. Office Coordination

The Operations Manager is responsible for:

- a. The management and smooth running of all aspects of the office environment
- b. Organisational planning and regular review of office systems, with a view to creating efficiencies
- c. Investigating infrastructure and equipment upgrades such as telecommunications systems and printers, negotiating with suppliers and making recommendations to the Executive Officer for approval
- d. Monitoring office equipment to ensure all equipment is functioning properly, providing timely & thorough troubleshooting when necessary, and keeping clear maintenance records and procedures
- e. Management of the Centre premises, including security systems
- f. Coordinating the maintenance of Centre premises
- g. Oversight of provision of all office supplies and staff amenities
- h. Rostered seating of staff and volunteers, knowledge of staff whereabouts and Centre activities
- i. As directed by the Principal Solicitor, ensuring front desk resources are kept current: e.g Front Desk Referral Manual and pamphlets, brochures, etc
- j. Regular supervision of, and delegation of administrative tasks to, front desk volunteers, in conjunction with Executive Officer and Principal Solicitor

6. IT Management

The Operations Manager is responsible for:

- a. Daily management of the organisations IT and computer systems, software and equipment
- b. Coordinating all general IT support requirements (including those involving CLSIS/CLASS) as the first point of contact
- c. Liaising with external IT contractors
- d. Planning and overseeing IT improvements, in conjunction with IT contractors, and with approval from Executive Officer
- e. Making recommendations and reporting to the Executive Officer
- f. Troubleshooting when necessary, and keeping clear maintenance records
- g. Developing and providing instructional documentation for new and current IT systems, including a Standard Operating Procedures Manual
- h. Providing orientation, ongoing support and training to all staff within IT functions
- i. As directed by the Executive Officer, updating website and social media presence
- j. Sourcing and implementing practice management software to deliver greater efficiency of the Centre's file management, archiving and data entry

7. File management

The Operations Manager will:

- a. In consultation with the Executive Officer, develop & maintain an accessible filing & archive system, both electronic and paper
- b. In consultation with the Principal Solicitor, oversee maintenance of the Centre's system of client records in accordance with the Centre policy and Professional Indemnity Insurance requirements.
- c. Oversight of opening and closing client files in CLSIS/CLASS & maintaining logbooks
- d. Oversight of CLSIS/CLASS entry if required

8. Reception duties

The Operations Manager will:

- a. Be responsible for the smooth running of MLC's reception
- b. Be responsible for MLC's professional public face for all initial public contact, including incoming calls, voicemail, face-to-face client enquiries, providing appropriate information and referrals
- c. Be responsible for ensuring that conflict of interest checks are made in accordance with Professional Indemnity Insurance requirements and Risk Management Guidelines, as supervised by the Principal Solicitor
- d. Book interpreters where appropriate and maintain records of interpreter bookings
- e. Maintain information pamphlet displays and ensure public reception area is tidy
- f. Administer bookings and enquiries for Centre activities.

9. Administrative duties

The Operations Manager is responsible for oversight of:

- a. All mail & postage requirements of Centre, recording incoming mail and posting outgoing mail
- b. Monitoring and managing email received via MLC's generic email addresses
- c. Distribution of incoming faxes & maintenance of fax records
- d. Production of CLSIS/CLASS reports or statistical reports as required
- e. Undertaking or overseeing related tasks as they arise
- f. Helping organise and participate in other promotional activities - events and functions

5. Selection Criteria

The following are essential criteria that the candidate must satisfy in order to perform the role:

1. Demonstrated advanced IT skills, including:
 - a) familiarity with the Microsoft Office 365 Suite (Outlook, Word and Excel);
 - b) ability to manage and troubleshoot IT systems, including providing basic network and systems support (for PC and Mac);
 - c) ability to manage practice management databases;
 - d) ability to manage and update online content including website and social media material.
2. Demonstrated operational skills, including the ability to negotiate service agreements including IT and phone service agreements
3. Demonstrated office management and administrative skills
4. Demonstrated ability to work co-operatively and productively in a multi-disciplinary team environment, including the ability to support and supervise volunteers
5. Excellent written and verbal communication skills, including cross-cultural sensitivity
6. Commitment to social justice principles and the philosophy of community legal centres
7. Prior experience working in a not-for-profit or community-based organisation desirable