

Duty Statement

Agency	Legal Aid NT	Work unit	Corporate Services
Job title	Registry and Reception Team Leader	Designation	Administrative Officer 3 (AO3)
Job type	Full Time	Duration	12 Months
Salary	\$70,839 - \$76,115 plus Superannuation (salary packaging options available)	Location	Darwin
Position number	010369	Closing	12:00pm Friday, 11 September 2026
Contact Officer	Human Resources on 08 8999 3000 or recruitment@legalaid.nt.gov.au		
About the agency	www.legalaid.nt.gov.au		
Apply online	Please submit applications to recruitment@legalaid.nt.gov.au		

Information for applicants

To be considered for this position, applicants must attach a resume, a cover letter (maximum 2 pages), and copies of your relevant tertiary qualifications.

Inclusion and diversity

Legal Aid NT values diversity. We encourage people from all diversity groups to apply for vacancies and accommodate people with disability by making reasonable workplace adjustments.

About Legal Aid NT

Legal Aid NT is an independent statutory authority established under the *Legal Aid Act 1990* (NT). Our purpose is to ensure that people in the Northern Territory understand their legal rights and disadvantaged people have access to quality legal services, and to uphold a fair Northern Territory and national justice system.

Primary objective

Under the direction of the Chief Operating Officer, supervise and lead a small team to provide day-to-day support and coordination of the responsibilities of the Registry and Reception Team and to deliver a professional service to clients and to staff of Legal Aid NT.

Key duties and responsibilities

1. Ensure that people presenting to Legal Aid NT by phone or in person are attended to respectfully, courteously, and promptly.
2. Maintain and develop written procedures for the roles, functions, and processes of the registry and reception team.
3. Provide information and referrals (where possible and within the scope of services) to clients and members of the public.
4. Oversee, implement, and review archival and disposal processes and procedures.
5. Manage the broader reception area ensuring appropriate information is displayed and the area is well presented.
6. Provide relief, support and assistance to reception and registry roles as required and during absences.
7. Provide supervision and mentoring to staff within the team, including providing feedback into probation and performance reviews as appropriate.
8. Undertake other duties as reasonably required, including providing administrative support or relief to other sections as needed.

Selection criteria

Essential

1. Demonstrated ability to supervise and lead a team and to perform as a productive and constructive team member.
2. Understanding of the requirements of client confidentiality and the ability to apply them in a practical situation.
3. Ability to respond to the needs of clients, the team and Legal Aid NT in a timely manner and deal with competing demands.
4. Strong level of interpersonal, oral, and written communication skills including an ability to communicate with vulnerable people from diverse backgrounds, including culturally and linguistically diverse and First Nations peoples.
5. Demonstrated ability in a variety of computer packages including databases with a high level of attention to detail and accuracy in data entry.
6. Knowledge or the ability to acquire knowledge of a legal and procedural environment in which Legal Aid NT operates.
7. Commitment to legal aid values and an understanding of Northern Territory justice issues and the legal assistance sector.

Desirable

1. Experience in assisting clients with complex needs.

Further Information

- The successful applicant will be required to obtain and hold a Working with Children Clearance notice and undergo a criminal history check. A criminal history will not exclude an applicant from this position unless it is a relevant criminal history.
- The successful application must hold a current NT 'C' class driver's licence or the ability to obtain as per the requirements of the NT Motor Vehicle Registry (MVR) Road Users' Handbook.