

Duty Statement

Agency	Legal Aid NT	Work unit	Civil Law Practice/ Family Law Practice
Job title	Administrative Officer	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	Multiple	Closing	10:00am Friday, 23 October 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 explaining how your skills and experience meet the selection criteria (maximum 2 pages), and copies of your 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 supervision of the Administrative Manager, provide high-level administrative support to the practice.

Key duties and responsibilities

1. As the first point of contact for clients, stakeholders and members of the public, receive and direct enquiries in person, by telephone and electronically, including providing information and referrals to appropriate legal and non-legal services.
2. Provide high-quality administrative support, including typing, photocopying, filing, document preparation, file management, data entry, records management and maintaining administrative systems with a high level of accuracy and attention to detail.
3. Maintain effective file management, diary management, administrative systems and quality assurance processes to support legal service delivery.
4. Prepare and process legal advice, duty lawyer and other client service records, and maintain related information systems, registers and databases.
5. Book client appointments and legal clinics, including arranging interpreters, video and telephone links managing diaries and liaising with clients and stakeholders as required.
6. Carry out conflict checks and make referrals to and appointments with appropriate agencies and private practitioners, as required.
7. Undertake administrative tasks on legal files, including preparing, filing and serving court and other legal documents, correspondence and forms.
8. Liaise with courts, tribunals, government agencies and external stakeholders to support legal services, clinics and duty lawyer services.
9. Support client service delivery by providing information, facilitating referrals and assisting clients to access legal and non-legal support services where appropriate.
10. Undertake other duties as reasonably required, including providing administrative support or relief to other sections as needed.

Selection criteria

Essential

1. High level administrative and secretarial skills, with the ability to organise workload, prioritise, multi-task, meet deadlines.
2. High-level interpersonal, oral and written communication skills, with the ability to communicate effectively with vulnerable people from diverse backgrounds, including First Nations peoples and culturally and linguistically diverse communities.
3. Ability to engage and manage relationships with a range of internal and external stakeholders, the section, and Legal Aid NT.
4. Demonstrated ability to work efficiently with limited supervision, utilising initiative and as part of a team with the ability to operate effectively in an environment with competing demands.
5. Demonstrated ability in a variety of computer packages with a high level of attention to detail and accuracy in data entry.
6. Demonstrated ability to exercise discretion, maintain confidentiality and manage sensitive information appropriately.
7. Commitment to legal aid values and an understanding of Northern Territory justice issues and the legal assistance sector.

Desirable

1. Previous experience in a legal practice, including an understanding of legal and court processes; or the ability to quickly acquire this knowledge.
2. Eligible for appointment as a Commissioner for Oaths.

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.