

Position Title	Policy & Project Manager - National Legal Aid
Classification	SOGB
Responsible to	Executive Director, NLA
Number of direct reports	Nil
Number of indirect reports	Nil

National Legal Aid (NLA)

National Legal Aid (NLA) represents the directors of the eight state and territory legal aid commissions in Australia which are independent statutory authorities funded by the Commonwealth and their respective state or territory governments. NLA promotes leadership and collaboration to manage a national system of legal aid, enhancing best practices and value for money in delivering legal services to clients across Australia. Legal Aid Commissions (LACs) are integral to the federal justice system and form a critical part of the legal assistance sector, working in partnership with community legal centres, Aboriginal community-controlled organisations, and private legal practitioners. Together, LACs provide approximately 2 million legal services annually.

NLA is supported by a national directorate which oversees and implements the NLA strategic goals via national advocacy, strategic projects, research and submissions

Further information about NLA can be found at <https://www.nationallegalaid.org>

This position will be employed (hosted) by Legal Aid Commission (ACT) (Legal Aid), with the incumbent working remotely with access to a State LAC when required.

Position Overview

The Policy and Project Manager supports NLA in delivering its strategic goals by managing and coordinating priority national research, projects, policy initiatives and advice to key stakeholders. The role operates with a high degree of autonomy and requires strong decision-making, high level initiative, and the ability to navigate complex and emerging work areas.

This position emphasises the leadership and initiative required to manage new and evolving projects with limited precedent, and it demands the ability to work effectively with a small geographically remote and dispersed team while managing a high workload.

The role will include but is not limited to:

Policy and Project Coordination and Management

- Lead the design, development, and implementation of priority NLA projects, including developing project plans, managing budgets, and ensuring timely delivery of project milestones
- Establish and manage relationships with key stakeholders across LACs and external partners, working collaboratively to deliver high-quality outcomes
- Provide strategic advice and recommendations to the NLA Executive Director, ensuring alignment with the broader strategic goals of NLA
- Contribute to the implementation and oversight of NLA's communications plan, ensuring clear messaging and resources are effectively coordinated
- Lead the coordination and management of submissions and strategic policy advice for national projects, ensuring alignment with NLA's strategic goals

- Develop clear timelines and project milestones for submissions, regularly updating stakeholders on progress
- Write high-level submissions, proposals, and reports for internal and external stakeholders, ensuring high-quality content and alignment with NLA priorities
- Provide strategic advice to the NLA Executive Director, presenting key recommendations and supporting decision-making
- Assist with the implementation of the NLA communications plan, specifically focusing on the dissemination of policy submissions

Strategic Leadership and Innovation

- Take ownership of original and exploratory work, identifying emerging issues and developing innovative solutions in collaboration with LACs
- Lead projects that are not well-defined, using creativity and strategic thinking to design practical approaches to complex challenges
- Facilitate consensus and alignment among diverse stakeholders on service design and policy development
- Identify emerging issues in legal assistance and develop strategic, evidence-based policy submissions to address these issues
- Demonstrate leadership in managing submissions that may not follow formal project processes but require a strategic, flexible approach to achieve objectives
- Lead efforts to align diverse perspectives and build consensus among stakeholders regarding policy development and submission content

Corporate Responsibilities

- Represent NLA in a professional manner by upholding the ACT Public Service Values
- Contribute to continuous business process improvement and the development of policies and procedures
- Build professional relationships across NLA and with external stakeholders to further NLA's strategic objectives
- Work towards performance objectives and KPIs identified in strategic, operational and individual performance development plans
- Be responsible for applying WHS to daily tasks performed in the workplace, report all matters beyond your authority and take all practical measures to ensure that your workplace is safe and without risk to health or property
- Comply with all Legal Aid ACT policies and procedures
- Perform other duties as directed, consistent with the classification level of the position and in line with competencies

Key Challenges

- Managing high workloads with limited resources, tight deadlines, competing priorities of simultaneous projects and/or multiple submissions whilst navigating a small team dynamic
- Balancing diverse perspectives to achieve consensus in service design and project outcomes
- Operating in an environment where projects often involve original work and limited precedent, requiring flexibility and creative problem-solving
- Writing high-quality, well-researched submissions under pressure, often requiring flexibility and adaptability
- Engaging stakeholders to develop consensus and support for policy submissions

Position Requirements

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Extensive experience leading and managing complex projects in high-pressure environments, delivering results on time and within budget
2. Advanced problem-solving, strategic decision-making, and analytical skills, with a proven ability to navigate complex challenges
3. Advanced communication skills, including high-level report writing, strategic planning, and effective engagement with senior stakeholders and executives
4. Proven ability to manage multiple high-priority submissions and policy advice with attention to detail and quality

Behavioural Capabilities

1. Outstanding stakeholder management skills, with experience building and maintaining productive relationships with senior executives, government bodies, a range of legal and policy stakeholders and external partners
2. Highly developed organisational skills, with the capacity to prioritise and manage multiple high-stakes projects alongside of other demands and the capability to deliver exceptional outcomes within tight timelines
3. Proven ability to work autonomously, demonstrating leadership in decision-making and driving strategic initiatives related to policy submissions while fostering a collaborative and results-oriented work environment
4. Ability to prioritise self-care for mental health and wellbeing

Desirable

1. Experience in managing complex, multi-faceted projects.
2. Strong ability to adapt to change and drive innovative solutions.
3. Law degree, or experience working in the legal assistance sector

