



Environmental Defenders Office

Legal Practice Quality & Training Lead

EDO relies on our people to use their skills and experience to provide the best possible support to our clients and other staff. While this job description aims to outline the fundamental purpose and responsibilities of the role, the role may evolve as EDO does.

If you see a way to play to your strengths in a way that achieves EDO outcomes, please don't be limited to this list. We have important work to do and need everyone to be operating at their best.

Job title: Legal Practice Quality & Training Lead

Reporting to: Director Legal Practice (Principal Lawyer)

Purpose of the position:

This is a new dedicated role within EDO's legal practice to provide leadership and executive support to the Legal Practice Director in practice management and training. The purpose of the role is to drive quality and assurance in the management of EDO's legal practice.

The role comprises practice management responsibilities, coordination and development of training and general executive support to the Legal Practice Director.

This is a role requiring strong initiative, teamwork and communication skills, and will suit an experienced legal practice administrator or practice manager.

Key Duties and Responsibilities

Practice Management

In this role, activities will be directed to practice management under the direction of the Legal Practice Director and EDO's Strategic Leadership Team. .

Duties and responsibilities include, but are not limited to:

- Assisting with legal practice management and compliance, including taking initiative to develop and continuously improve legal service delivery policy and procedure and its effective implementation across the legal practice.
- Regular checks of database for anomalies against Risk Management Guide requirements and assisting with corrections and training.
- Be responsible for raising issues to be addressed by the Responsible Person where processes need to meet other requirements like ethical considerations, Risk Management Guide and accreditation constraints. Working collaboratively with the Strategic Leadership Team, Legal Systems and Insights Lead, Legal Practice and Operations team as needed, delivering team-based training including in-depth training to new staff consistent with practice management and legal service delivery policies and administrative procedures, and assisting to develop and implement a system of training refreshers for existing staff.
- Leading the drafting and updating of legal practice forms and templates to assist with the efficient and effective management of the legal practice, including by effective delegation.
- Working collaboratively with the Operations team as needed, assisting with monitoring and



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reviewing support and training materials, how-to guides and procedures to ensure consistency across the organisation, and keeping up to date against changes as they are made to Risk Management and compliance obligations and to EDO policies and procedures.

- Assisting the Principal Lawyer(s) in preparation for annual PII cross check.
- Assisting with Information Barrier implementation, review, yearly training and closure of barriers once redundant.
- Assisting with liaising with stakeholders to integrate the practice management policies and training with all areas of legal and operational processes and procedures.
- Other practice management administration as delegated from time to time by the Legal Director.

Training & Compliance

- Producing and supporting the delivery of an annual training plan for legal service delivery policies and procedures in accordance with priorities set by the Legal Director and General Counsel.
- Coordinating and developing online training modules targeted to legal staff at various levels of seniority.
- Working collaboratively with Operations as needed, delivering team-based training including in-depth training to new staff consistent with practice management policies and administrative procedures, including refreshers for existing staff.
- Working collaboratively with Operations as needed, assisting with monitoring and reviewing support and training materials, how-to guides and procedures to ensure consistency across the organisation.

Executive Support

The Legal Practice Quality and Training Lead will provide executive and administrative support to the Legal Practice Director. This may include compiling and editing reports, filing and document management, secretariat support to the Strategic Leadership Team, liaison with key external and internal stakeholders and some general administrative duties. .

General

All staff have a responsibility to:

- Develop and maintain a good knowledge of EDO's role, policies and procedures.
- Represent EDO in a positive and effective manner by actively demonstrating EDO Values.
- Attend and contribute actively and constructively at staff meetings.
- Maintain appropriate records, assist with office administration, such as files, computer and precedent systems.
- Seek opportunities for personal and professional development, particularly related to the team and position's specific areas of responsibility.
- Respond to requests by clients and fellow staff in a knowledgeable, professional, constructive and respectful manner.
- Provide accurate and timely data and information for reporting, fundraising and communications purposes.



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Professional competencies and behaviours

Critical Skills:

- Experienced legal practice administrator
- Excellent organisational skills and attention to detail
- Demonstrated effective communication skills
- Working with internal and external stakeholders
- Delivering training to legal practitioners and staff (desirable)
- Knowledge and experience with CLCs Australia accreditation schemes (desirable)
- Experience developing legal policy and process documents

- **Good leadership qualities with the ability to inspire and develop high-performing teams.**
Motivation: Regularly recognises and rewards team achievements, fostering a culture of appreciation and motivation.
Empowerment: Effectively delegates tasks, empowering team members to take ownership and responsibility for their work. Encourages team members to take initiative and lead projects or segments of work.

- **Excellent organisational, communication and interpersonal skills.**
Clarity and precision: Communicates complex legal and strategic information clearly and concisely, ensuring all stakeholders understand the key messages.
Active listening: Practices active listening to understand the perspectives and needs of team members and stakeholders.
Self-awareness: Regularly seeks feedback on their own performance from across the organisation and demonstrates awareness of personal limitations and knowledge gaps. Actively seeks to improve and is open to learning from others, regardless of their role or level within EDO.

- **High level of integrity and professional ethics.**
Ethical decision making: Makes decisions that align with the organisation's values and ethical standards, even when facing pressure or adversity.
Transparency: Maintains transparency fostering trust and credibility.
Accountability: Takes responsibility for actions and encourages the same level of accountability from members of their team.

- **Ability to drive innovation and adapt to changing legal environments.**
Curiosity and open-mindedness: Stays informed about emerging trends and developments in their field of expertise.
Flexibility: Able to adapt quickly to changes in the environment and is comfortable with ambiguity.

- **Inclusivity and ability to work closely with a diverse range of internal and external stakeholders.**
Inclusive: Committed to fostering an inclusive and diverse workplace, through active promotion of equity, thorough understanding of diversity and leadership of initiatives that ensures all employees feel valued and respected.
Ensuring varied perspectives: Involves team members in decision-making, ensuring diverse perspectives are considered.



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Open and honest: facilitates open and honest discussions among team members.

Cultural competence: Shows respect for and understanding for diverse cultures, backgrounds and viewpoints.

Commitment to EDO's Values:

Commitment

- We are committed to; a united organisation, to each other, to collaboration, to justice, to our communities and to creating a world where nature thrives.
- We are committed to providing excellent legal services and resources, informed by the best available science, in order to empower clients and communities.
- We are committed to improving our planet and society.
- We care for EDO's clients and stakeholders.
- We are fearless in the face of adversity, and care for each other as we face this adversity.

Diversity

- We are respectful of and welcome diversity of staff, volunteers, offices, environmental regions, communities, stakeholders.
- We respect First Nations Peoples' knowledge and experience, and work with them to protect their country and culture.
- We acknowledge that the law has not always been just.
- We dedicate ourselves to understanding the diversity of our people and culture.
- We welcome and respect our own differences and learn from them, and collaborate to achieve our greatest potential.
- We are great lawyers and great people, with open hearts and open minds.
- We respect the different places our stakeholders come from and strive to help them, even if their worldviews don't align completely with ours.

Integrity

- We work effectively, efficiently, strategically, professionally and ethically; "justice is in our nature".
- We are truthful with ourselves and others.
- We are nonpartisan and inspire trust in our clients, stakeholders and government.
- We respect the world's resources and make maximum productive use of the resources entrusted to us.

Vision

- We lead change and environmental empowerment using innovation, creativity, and courage.
- We expand the boundaries with creativity and skill, pioneering new legal pathways to a healthier, safer world and inspiring others.
- We are inquisitive, curious and persistent: exploring new ideas and embracing change.
- We boldly challenge the status quo while providing solutions to our most pressing challenges.