



Helpline Operator – Preventative Legal Services

- **Administrative Officer 4 (AO4) - \$77,344 - \$88,179 plus Superannuation**
- **2 Year Contract**
- **Palmerston**

About the Northern Territory Legal Aid Commission:

The Northern Territory Legal Aid Commission (Legal Aid NT) is an independent statutory authority established under the *Legal Aid Act 1990*. 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.

About the role:

Under the supervision of the Helpline Team Leader, provide information and referral assistance to people by telephone and online chat to increase access to legal information, and help people in the Northern Territory and people residing interstate who have legal issues or problems in the Northern Territory.

About you:

We are seeking a Helpline Operator who can work on a busy Legal Helpline and work cohesively and collaboratively as part of a team. The successful applicant will have a passion for the law and be committed to delivering excellent service for clients.

Critical to your success is your high-level oral and written communication skills, including the ability to communicate with people from diverse backgrounds and clients with complex needs.

Employee benefits:

Legal Aid NT offers a competitive salary and a range of employee benefits, including:

- 6 weeks annual leave to support work life balance.
- Salary packaging options
- A supportive and collaborative workplace culture committed to meeting the legal needs of vulnerable people in the Northern Territory.

How to apply:

To apply, please submit the following to recruitment@legalaid.nt.gov.au by **4pm Wednesday, 10 June 2026**:

- A current CV
- A statement addressing the selection criteria (maximum 2 pages)
- Copies of your tertiary qualifications.

Further Information:

A duty statement, including selection criteria can be obtained from www.legalaid.nt.gov.au

Further information on the role, please contact Human Resources on 08 8999 3000 or recruitment@legalaid.nt.gov.au

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.