

Duty Statement

Agency	Legal Aid NT	Work unit	Preventative Legal Services
Job title	Helpline Operator	Designation	Administrative Officer 4 (AO4)
Job type	Full Time	Duration	2 Years
Salary	\$77,344 - \$88,179 plus Superannuation (salary packaging options available)	Location	Palmerston
Position number	Multiple	Closing	4pm Wednesday, 10 June 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 statement addressing 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 people facing disadvantage have access to quality legal services, and to uphold a fair Northern Territory and national justice system.

Primary objective

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.

Key duties and responsibilities

1. Respond to telephone and web-based chat enquiries made to the Legal Aid Helpline and refer clients for legal advice appointments where necessary.
2. Provide assistance and information in regard to the legal system and on a range of legal matters in general.
3. Refer clients to other agencies, organisations and government departments where appropriate.
4. Maintain accurate administrative records of services provided by the Helpline.
5. Contribute to the development and updating of Helpline resources, including the Law Handbook
6. Collaborate with the Community Legal Education team to develop quality community legal information and resources.
7. Undertake other duties as reasonably required, including providing administrative support or relief to other sections as needed.

Selection criteria

Essential

1. High level interpersonal, and communication skills with a strong client focus and a demonstrated ability to communicate clearly, effectively and sensitively with a diverse range of people.
2. Proven ability to work both independently and as a team member, exercising sound judgement, initiative and problem solving skills.
3. Proven ability to operate with discretion and confidentiality together with problem solving and decision making capability.
4. Demonstrated high level competency in the use of IT platforms and programs, including the ability to use electronic communication tools and conduct research online.
5. Demonstrated commitment to providing excellent customer service.
6. Commitment to legal aid values and an understanding of Northern Territory justice issues and the legal assistance sector.

Desirable

1. An understanding of the operations of Legal Aid NT and the legal system in the Northern Territory.
2. Knowledge of justice issues in the legal assistance sector including barriers impacting on community access to legal information and assistance.
3. Qualifications or experience in law, education, social work, communications, or related fields.

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 applicant 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.