

Position Description

Position Title	Operations Lead, Legal Services
Position Status	Full-time 2-year maximum term
MEA Classification	Victorian Community Legal Centres Multi-Enterprise Agreement 2024-2027 Social and Community Services Employee, Level 5
Position Reports to	Operations Manager
Position Supervises	Nil
Date Reviewed	July 2026

About Women's Legal Service Victoria

Women's Legal Service Victoria (Women's Legal) is a specialised and state-wide organisation that has been providing legal services and support to women since 1982. Informed by our feminist practice, we improve the legal system for victim-survivors of family and sexual violence through our integrated legal service, capacity building, advocacy and law reform. Our vision is for women and non-binary people to live free from violence and discrimination in a gender equitable society.

Women's Legal is an employer of choice, providing an inclusive, flexible, and supportive environment for our staff to thrive. We welcome women and non-binary people across all career stages, and we recognise the many roles played by women in their families and communities. We are committed to supporting women and non-binary peoples' participation in employment through building skills and knowledge for those looking for a change, and valuing the diverse expertise brought into our organisation.

About our Operations Team

Our Operations Team is a diverse and dedicated group that looks after the organisation's people & culture, finance, administration and data and evaluation of our services. The team's goal is to provide support to the entire organisation, ensuring seamless functioning and success. We focus on collaboration and work cohesively to optimise processes, manage resources and facilitate decision making.

Position Overview

The Operations Lead, Legal Services is responsible for strengthening the operational effectiveness, and consistency of the Legal Services Directorate. The role designs, implements and continuously improves systems, processes and governance frameworks that enable high-quality, client-centred and integrated

legal service delivery. Working closely with leadership and frontline staff, the role drives operational discipline, supports effective use of technology, and enhances data-informed decision-making to ensure services are efficient, compliant, and responsive to client needs.

Key Responsibilities

1. Operational Performance & Oversight

- Develop and implement systems to maintain operational governance and support operational discipline within the Legal Services Directorate;
- Develop and drive communication structures and processes that support consistent information dissemination and timely, useful information flow across the Legal Services Directorate;
- Develop and implement processes to ensure that legal practice resources are reviewed and updated as required;
- Deliver, support and track new staff induction to the Legal Services Directorate, to ensure consistent induction and training standards and onboarding experience;
- Support the Legal Services leadership team with operational planning and implementation of key initiatives including change management; and
- Act as a key operational liaison between Operations, Legal Services, and other Directorates as needed.

2. Systems & Process Improvement

- Drive continuous improvement initiatives across the Legal Services Directorate;
- Identify opportunities for automation, workflow improvement, and scalability;
- Develop and implement processes and systems to meet identified operational inefficiencies, bottlenecks, and process gaps;
- Assist with optimisation of the file management system (Actionstep) and other software and tools; and
- Support development of operational policies, procedures and processes.

3. Technology Enablement

- Support staff to use the file management system according to standard, including developing processes and approaches to ensure matters are managed, stepped and closed correctly;
- Develop processes, approaches and training to support staff to learn the technology systems in the Legal Services Directorate – Actionstep, Deputy, Microsoft suite, SharePoint ;
- Be a central point of contact for staff needing support to use these technologies; and
- Partner with our IT provider or other members of the Operations or Legal Services Directorates to improve tools and integrations.

4. General

- Work cooperatively with all staff members to advance Women's Legal and strengthen its integrated service model;
- Contribute to a healthy, productive group culture where work practices, decision making, and behaviour reflect Women's Legal's intersectional feminist philosophy and values; and
- Perform other duties as directed and necessary for the proper performance of the role.

Key Selection Criteria

4. Skills, Knowledge, and Behaviour

- Demonstrated ability to design, implement and sustain operational consistency and improvement in complex environments, with a commitment to equitable, inclusive, and client centred service delivery;
- Strong analytical capability, with the ability to use data and insights to inform decision making ;
- Strong digital and systems capability, including experience with practice management systems, SharePoint and other technology to support service effectiveness ;
- Ability to translate operational requirements into practical systems, tools and processes;
- Proven capacity to collaborate across teams, and build trusted relationships ;
- Strong skills in engaging effectively with a range of colleagues, including motivating, influencing and supporting behaviour change of others where there isn't a direct line management relationship;
- Highly developed organisational and coordination skills; and
- Proactive, solutions focussed approach that supports continuous improvement.

5. Qualifications and Experience

- Demonstrated depth (4+ years') of operations experience in a law firm, professional services, and/or community services;
- Proven experience in implementing and embedding processes and systems that support accountability, transparency, and high-quality practice;
- Skilled in utilising continuous improvement methodologies e.g. process mapping, workflow optimisation and change implementation; and
- Experience working within in a legal service environment and a strong understanding of how legal teams work (highly desirable).

Values and Behaviours

Everyone who works at Women's Legal plays an important role in upholding our ethics outlined in the Code of Conduct and living our values. Together, we are:

Authentic: We are honest and accountable. We seek to learn from our successes and failures.

Collaborative: We value and actively foster involvement of a diversity of views, experiences and expertise to work together to achieve better outcomes.

Courageous: We take the challenging path to learn, grow and achieve our strategy.

Inclusive: We actively listen and ensure that marginalised voices are centred in every forum we create.

Purposeful: Our work leads us to achieve our strategy. We invest in learning and continuous improvement to achieve our impact.

Intersectional Feminist Framework

Our intersectional feminist framework helps us understand that while gender inequality drives family and sexual violence, people's experiences are also shaped by other systems and power structures like racism, culture, class and disability.

In action, our intersectional feminist framework means:

- we listen first
- we are trauma-informed
- we support the whole person
- we work as a team
- we keep learning
- we target our services to those who need it most
- we challenge unfair systems
- we share power and stay accountable

Workplace Health and Safety Obligations

All staff have a responsibility to always display and promote safe actions in the workplace including:

- Participating in the development of a safe and healthy workplace;
- Complying with instructions given for their own safety and health and that of others, in adhering to safe work procedures;
- Cooperating with management in its fulfilment of its legislative obligations. Taking reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
- To report any injury, hazard or illness immediately, where practical to their supervisor;
- Not place others at risk by any act or omission; and
- Not wilfully or recklessly interfere with safety equipment.

National Criminal History Check

All successful candidates will be required to produce a national criminal history check prior to the commencement of their employment.

Disclosure of a criminal record does not necessarily preclude appointment by Women's Legal, but if needed, we invite applicants to address this issue early in the application phase. Should a criminal record disclosure be advised by a candidate, Women's Legal will endeavour to provide clarity over whether the conviction would preclude a candidate from being able to carry out the position duties.

Please note, non-lawyers employed by Women's Legal Service Victoria are required to comply with Section 121 of the Legal Profession Uniform Law.

Equal Opportunity Employer

We are committed to creating a safe, inclusive, and respectful workplace. We recognise our work benefits greatly from the unique knowledge, skills, and expertise of individuals with diverse experiences, those with lived experience of family violence, including women and non-binary people who are Aboriginal and Torres Strait Islander, with disability, from migrant, refugee, and racially marginalised backgrounds. If this is you, we strongly encourage you to apply.

Women's Legal relies on an exception under the *Equal Opportunity Act* to employ women and non-binary people only.