

Duty Statement: Practice Manager, NTWWC Enterprise Agreement Level 7, part time (30 hours per week) - Darwin

Position Purpose

The Practice Manager is responsible for the day-to-day management, quality and development of the Northern Territory Working Women's Centre's legal and industrial relations practice. This role reports to the Director and supported by the Assistant Director.

Working under the overall direction of the Director, the Practice Manager provides professional leadership, supervision and mentoring to the legal and Industrial Liaison Officer (ILO) teams and supports the delivery of high-quality, trauma-informed, client-centred legal and industrial advice, assistance and representation.

The Practice Manager has particular responsibility for the effective operation of NTWWC's legal practice, including professional standards, legal practice compliance, risk management, casework systems and the supervision of legal work. The position works collaboratively with the Senior Industrial Liaison Officer (SILO) in relation to the supervision, development and quality assurance of the Centre's industrial practice.

The position contributes to the continuous improvement of NTWWC's services, policies and procedures and supports the Director in ensuring the Centre meets relevant professional, contractual and organisational requirements.

Key Duties

1. Manage the day-to-day operation of NTWWC's legal and industrial relations practice, including the allocation, progression and oversight of client matters, workload management, priority matters and service delivery.
2. Provide professional supervision, mentoring and support to legal staff, including supervision of restricted practitioners where applicable, and ensure that legal work is undertaken consistently with relevant professional obligations, practising requirements and NTWWC policies and procedures.
3. Work collaboratively with the SILO to provide supervision, mentoring and professional development to the ILO team and promote consistency and high standards across legal and industrial advice and casework.

4. Undertake regular review and quality assurance of legal and industrial advice, correspondence, casework and representation to ensure services are accurate, timely, appropriate and of a high professional standard.
5. Provide guidance on complex or higher-risk client matters, including identifying appropriate legal and industrial strategies, referral pathways and escalation of matters where required.
6. Maintain and develop appropriate systems, policies and procedures for the operation of NTWWC's legal and ILO practice, including matters relating to client engagement, conflicts, confidentiality, file management, limitation periods, professional obligations, supervision, risk management and the closure and review of files.
7. Support compliance with applicable professional, regulatory and insurance requirements relevant to NTWWC's legal practice, including practising certificate and professional indemnity insurance requirements and any other legal practice obligations applying to the Centre.
8. Monitor casework and practice risks, identify emerging issues and bring significant professional, operational or organisational risks to the attention of the Director.
9. Work with the Director and SILO to ensure effective intake, triage, referral and case allocation processes and that NTWWC resources are directed appropriately to priority clients and matters.
10. Provide or oversee legal advice, assistance and representation in appropriate matters, including workplace law, discrimination, general protections, unfair dismissal, work, health and safety laws and other areas falling within NTWWC's service scope.
11. Support staff appearing before courts, commissions, tribunals and other relevant bodies and assist with the preparation and review of legal documents, submissions, correspondence and settlement documentation where required.
12. Contribute to staff recruitment, induction, probation, performance development and professional development relevant to the legal and industrial practice, in consultation with the Director.

13. Identify training and professional development needs within the practice and assist in developing and delivering internal training, resources, precedents and practice guidance.
14. Analyse casework information, service data and emerging legal and workplace issues to support continuous improvement of NTWWC services and contribute to the identification of systemic issues affecting women and gender-diverse workers in the Northern Territory.
15. Contribute professional and casework expertise to NTWWC law reform, policy and advocacy work, including assisting with, guiding the preparation of submissions, reports and other materials where appropriate.
16. Support the Director with information and operational data required for funding reports, grant acquittals and other reporting relating to NTWWC's legal and industrial services.
17. Work collaboratively with internal and external stakeholders, including legal services, unions, community organisations, government agencies and other relevant services, to support effective referral pathways and positive outcomes for NTWWC clients.
18. Contribute to the development and delivery of community legal education, workplace rights education and professional information relevant to NTWWC's areas of practice.
19. Represent NTWWC, as appropriate and in consultation with the Director, at professional networks, stakeholder meetings, committees, conferences and community forums relevant to the Centre's legal and industrial practice.
20. Participate in regular practice management and supervision meetings with the Director and provide timely advice regarding significant practice, staffing, compliance or risk issues.
21. Undertake other duties consistent with the classification and responsibilities of the Practice Manager position, as reasonably directed by the Director.

Some travel within the Northern Territory, and occasional interstate travel, may be required.

Selection Criteria

Essential

1. Hold or eligible to hold an unrestricted practising certificate as a lawyer
2. A minimum of 8 years post admission experience in employment, discrimination, work health and safety and civil law including litigation.
3. Demonstrated ability to lead and coordinate a small team with a commitment to progressive, best practice employment and management strategies and compliance.
4. Excellent negotiation and presentation skills to deliver on required duties
5. Strong analytical and critical thinking skills in a rights-based practice.
6. High level oral, written and interpersonal communication skills, and ability to liaise and work productively with a range of stakeholders.
7. High level administrative skills and computer literacy, with a flexible approach to the organisation of work.
8. Demonstrated experience, understanding of, and ability to communicate with women from the diversity of cultures in the NT, and demonstrated commitment to Equal Opportunity for women
9. Extensive knowledge and experience working in the area of women's rights and equal opportunity and ideally knowledge of workplace issues and legislation as it affects NT women.

Desired

1. Demonstrated experience in designing, delivering and evaluating Community Education programs and information sessions, together with public speaking ability.
2. Hold a current driver's licence.

How to apply

Please send a CV and written cover letter addressing the selection criteria to NTWWC Director Nicki Petrou at admin@ntwwc.com.au by close of business Friday 16th October 2026.