SARAH-JANE PRIMMER

**CAREER OVERVIEW**

I have 15 years’ experience in the legal administration field within both the public and private sector. My experience entails a variety of legal secretary and administrations tasks such as Dictaphone typing of Court documents and general correspondence to paralegal tasks consisting of preparing Instruction Sheets for Court, drafting solicitor’s submissions and attending daily Team Meetings at the Parramatta Drug Court.

I have strong communication skills including all written tasks, face to face encounters and over the phone. I can vary my communication style between legal jargon and when speaking with clients. I have experience liaising with many different support agencies and have demonstrated to my leaders that I develop strong working relationships with colleagues and stakeholders.

Throughout my working life I have constantly demonstrated to my managers that I possess the ability to carry out all tasks to the best of my ability and with the minimum of supervision.

**KEY PROFESSIONAL STRENGTHS**

* + Computer literate
  + Punctual, reliable, flexible and dedicated
  + Ability to show initiative and make sound and informed decisions and judgments
  + High level interpersonal and communication skills
  + Experience in Customer Service
  + Superior organisation and time management skills
  + Work effectively in a team environment
  + Highly motivated
* Always strive to achieve my best
* Ability to work unsupervised
* I can easily interpret and adapt to new programs or systems

**QUALIFICATIONS**

* Certificate III in Education Support 2019 (including 100 hours placement at Nowra Hill Public School)
* Diploma of Business (Frontline Management) 2009
* Diploma of Business (Legal Services) 2004
* Certificate II in Office Administration 2003
* Completion of Year 12 HSC 2003

**PROFESSIONAL DEVELOPMENT**

* NSW Justice of the Peace since 2009
* ODPP, Microsoft Excel for Intermediate Users 2010
* Several Legal Aid NSW run courses including Demystifying Mental Illness, Demystifying Drugs & Alcohol, Cross Cultural Awareness, Law for Non-Lawyers, Managing Aggressive Behaviour, New Managers and Supervisors, Interpersonal Skills & Customer Service and Business Writing for Support Staff (2007 – 2008)

**PROFESSIONAL EXPERIENCE / WORK HISTORY**

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| **April 2016 to December 2020**  **December 2014 – January 2015 (casual)**  **July 2006 – June 2009** | **Legal Aid NSW** |

*Legal Support Officer – Nowra, Children’s Legal Service and Penrith*

*Acting Information Officer Youth Hotline (Clerk Grade 3/4)*

*Acting Office Manager – Parramatta Justice Precinct*

* Coordinating the Youth Hotline from 9am to 5pm Monday to Friday including answering the phone, completing monthly rosters for weeknights and weekends, data entry, gathering statistical information when requested and supervising the admin officer;
* Acquiring, understanding and applying knowledge of Children’s Legal Service (including the Children’s Court) and Family Law (including the Family Court, Local Court and Federal Magistrates Court) and effectively sharing this knowledge with my colleagues;
* Acquiring, understanding and applying the policies and procedures needed when working for Legal Aid NSW and effectively helping my colleagues when needed;
* A major achievement: Implementing the CLS Work Roster that is still in place today.
* Providing secretarial, administrative and clerical support to the solicitors;
* Liaising with Barristers, Solicitors, Clients and support agencies on a daily basis and maintaining a professional relationship;
* Communicating effectively with socially and economically disadvantaged people via telephone, written correspondence and over the counter;
* Demonstrating high level interpersonal skills via my daily communication with various people and agencies; ensuring that I am clear and concise at all times and conducting myself in a professional manner through all forms of communication i.e. face to face, correspondence, email and over the phone;
* Ability to transfer from formal language to simple language between Barristers, Solicitors and Clients;
* Dealing with sensitive issues whilst acting professionally and adhering to confidentiality at all times;
* Successfully performed in a high volume work environment when at any one time there was at least 600 Children’s Legal Service (CLS) files and several matters in Court daily;
* Maintaining the CLS hearing diary;
* Superior organisational and priority setting skills demonstrated on a daily basis with every day workloads regularly reassessed and organised from the most urgent (early deadlines) to the least urgent (later deadlines);
* Typing and drafting briefs and other legal documentation (such as subpoenas, affidavits, Application for Divorce, and Notice of Address for Service);
* Training of all new staff into my section according to the position description;
* Administrator for Cases: I was responsible for ensuring that all staff effectively and efficiently used the Cases system and would conduct training as necessary to achieve this goal.
* Dictaphone typing of correspondence and legal documentation;
* Organising interpreter services;
* Accounts processing - receipting of cash and cheque payments of contributions using SAP software;
* General administration duties including answering phones and relief reception, faxing, photocopying and filing; opening files and archiving; Courtnet / Justicelink searches; database entry including opening of all files including minor assistance on Cases and Atlas, entering of advice sessions (especially on the Youth Hotline) and completing Weekend Bail Court; maintaining client details on Cases and general file maintenance.

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| **June – December 2019** | **Nowra Hill Public School** |

*SLSO – 100 hours placement*

*SLSO – paid casual days*

* Assisting students across all Stages one on one within the areas of reading, Mathematics and written tasks;
* Assisting students across all Stages with group tasks;
* Playground duty;
* Assisting the teacher and students in the Library; and
* Supporting teachers in many various tasks successfully.

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| **July 2012 – December 2014** | **Rio Tinto, Hope Downs 1 mine site** |

*Infrastructure Administrator*

*Health & Safety Administrator*

*Acting Village Coordinator / Contracts Supervisor*

* Family Day event coordination. Each year Hope Downs 1 holds 3x Family Day events which involve employees being selected to have their family members attend the mine site for the day. Immense organisation is involved to bring the day together successfully. Each event flies approximately 100 people to and from the mine site.
* Village Coordinator ‘step up’. I am trained in relieving for the Village Coordinator role and do so whenever the current position holder is off site. I am required to effectively contractor manage 80 staff and be the point of call for any emergencies and safety incidents.
* Draft Capital Expenditure Applications and enter the respective information in to the CAPS system;
* Area Champion for Standard Work Procedures, Single Point Lessons and Isolation Procedures. This involves checking the Document Management Register regularly to become aware of soon to expire documents, meetings with the supervisors; communicating with site Document Control and helping my colleagues to draft the documents and upload photos;
* Assemble the End of Month Report for the superintendent. This includes running reports through SAP and Prospect and collating the information as well as gathering information from supervisors throughout the teams;
* Complete End of Month Commitments. This includes running the Commitments by Period report in Prospect and analysing each individual commitment to ensure nothing is outstanding, invoices are being paid and matters are closed off correctly;
* Use of SAP to run budget reports, complete monthly contractor hours, create all purchase requisitions, pay invoices, check qualifications, order uniforms, personal locks, stationary and Prescription Safety Glasses;
* All adhoc queries, tasks and requests received from the superintendent and supervisors;
* General office duties including updating leave planners, liaising with Flights & Accommodation for personnel commute forms, organising off site meetings, utilising the AMEX booking system and InFlight, minute taking for monthly meetings, raising ServU’s to liaise with the IT Department in regards to computer issues etc and completing safety interactions and hazard IDs each month.

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| **June 2009 – January 2012**  *Prosecution Officer (Administrative) – Level 3* | **Office of the Director of Public Prosecutions, Parramatta** |

* Acquiring, understanding and applying knowledge of the NSW Drug Court including the Drug Court Act 1998 and the Drug Court Regulation 2005;
* Acquiring, understanding and applying the policies and procedures needed when working for the Office of the Director of Public Prosecutions;
* Providing paralegal support to the solicitors consisting of helping screening individuals that are referred into the weekly Drug Court Ballot; completing each participant’s Instruction Sheet for sentences, s.11 issues, graduations and breach of bonds; typing program chronologies and collating all the documents needed for risk and Potential To Progress hearings; and maintaining the Maximum Penalties spreadsheet.
* Attending the Parramatta Drug Court for the daily Team Meeting when required of me. At the Drug Court a Team Meeting is held every morning before Court where all the Multi Disciplinary Team (MDT) report back the participant’s progress. It is my role to relay all the information provided for each participant onto their progress cards.
* Liaising with the MDT (Police Prosecutor, Legal Aid NSW, Court Registry staff, Probation & Parole and Justice Health) on a daily basis and maintaining a professional relationship;
* Managing my work practice and maintaining the workload to ensure I am constantly a week ahead of the Court diary and allowing my manager to trust in me to work with the minimal of supervision;
* Effectively working as part of the DPP Drug Court team as well as the Parramatta Drug Court’s MDT that consists of 6 governed bodies. Each department possessed their own roles and goals however need to successfully work together as a team for the ultimate success of the Drug Court Program.
* Successfully performed in a high volume work environment when at any one time there was at least 160 participants on the Drug Court Program;
* Training of all new staff into my section according to the position description;
* Administrator for Cases: I was responsible for ensuring that all staff effectively and efficiently used the Cases system and would conduct training as necessary to achieve this goal;
* General office duties including answering the phones, mail, photocopying and faxing; Justicelink / Courtnet searches; opening files and archiving; ordering stationary, database entry and general file maintenance.

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| **January 2005 – July 2006** | **Coleman and Greig Solicitors** |

*Junior Legal Secretary*

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| **May 2004 – December 2004** | **Lands Legal** |

*Administration Assistant*

* Acquiring, understanding and applying knowledge of motor vehicle accident laws, OH&S laws, Dust Diseases Tribunal laws, Family Law (including the Family Court, Local Court and Federal Magistrates Court) and land and environment laws and effectively sharing this knowledge with my colleagues;
* Acquiring, understanding and applying knowledge of property laws and liquor licensing laws and effectively sharing this knowledge with my colleagues;
* Liaising with Barristers, Solicitors and clients on a daily basis and maintaining a professional relationship;
* Communicating effectively with clients from Non-English speaking backgrounds;
* Ability to transfer from formal language to simple language between Barristers, Solicitors and clients;
* Dictaphone typing of general correspondence;
* Booking boardrooms and car parks;
* Accounts processing, receipting of cash and cheque payments;
* Answering phone calls for Litigation team and relief reception;
* General administration duties i.e. faxing, photocopying, filing and end of month processing of accounts;
* Opening files, archiving and safe custody;
* Typing and drafting briefs and other legal documentation (such as affidavits, subpoenas, Initiating Application, Response documents and Notice of Motion);
* Attending support staff and system update meetings once a month;
* Typing agendas for team meetings held once a month, taking minutes and distributing to team;
* Database entry, maintaining staff and client details on system;
* General file maintenance.

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| **Most elections since 2007** | **Australian Electoral Commission** |

*Polling Official*

* I have worked as an Ordinary Vote Issuing Officer (this involves marking people off the electoral roll, issuing their ballot papers and explaining how to complete the ballot papers) and a Declaration Vote Issuing Officer (this is the point of call for people who are not on the electoral roll i.e. absentee and provisional voters).
* Both roles include counting and collating of the ballot papers after 6pm.

**COMPUTER PROGRAMS**

SAP, PROSPECT, CASES, ATLAS, JUSTICELINK, MICROSOFT OFFICE, LOTUS NOTES, CAPS, INFLIGHT, OPEN PRACTICE, FILE MAKER PRO, LAWDOCS, HOTDOCS, WORLDOX, LA OFFICE, COURTNET, INTERNET EXPLORER, IDMS.