

Our Ref: PM
Your Ref:
Date: Sept 2021

Dear Applicant,

Money Advice Team Administrator

Thank you for your interest in this post.

I am pleased to enclose:

- 1.) Job Description and Person Specification for the role of Money Advice Team Administrator
- 2.) Guidelines for Applicants
- 3.) Organisation Summary

You can apply to us by submitting a completed application form which you can download [here](#) or from our website at www.swllc.org/about-us/jobs/

This is an open process and will close once we have filled the post with a suitable candidate. Applications should be sent by email to recruitment@swllc.org.

Yours sincerely

Patrick Marples
CEO
South West London Law Centres

SOUTH WEST LONDON LAW CENTRES

Legal Action for Local Communities

JOB ADVERT – Money Advice Team Administrator

South West London Law Centres (SWLLC), one of the largest and most progressive Law Centres in the country, is seeking a Money Advice Team administrator to work in our Croydon Office.

We are looking for a dynamic and resourceful person to help our Money Advice Team by providing administrative support for a large caseload of clients. You will have strong organisational capabilities and the ability to learn new skills quickly. You will have some data entry experience and be familiar with Microsoft Office.

POST: Money Advice Team Administrator

Salary: Up to £22,664

Reports to: Money Advice Team Leader

Line Manages: Volunteers assigned to the project

Functional Links: Board of Trustees, CEO, Deputy CEO, Head of Legal Practice, Finance Manager, Team Leaders, Branch Administrators

Hours: 37.5 per week – generally 9.30am to 5.30pm

Term: Until 31 March 2022 and may be extended (subject to grant funding with the funder – Debt Free London)

Based at: Croydon with travel to our other SW London offices as required

The application process will close once the suitable candidates has been recruited. It would therefore be prudent to submit your application as soon as possible. If you would like to discuss the post further, please email recruitment@swllc.org. Applications should be made on our application form available [here](#) or from our website at www.swllc.org/about-us/jobs/

SOUTH WEST LONDON LAW CENTRES (SWLLC)

Legal Action for Local Communities

JOB DESCRIPTION

POST: Money Advice Team Administrator

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Context of the Post

As the administrator for the busy Money Advice team that aims to assist 1804 people per year you will assist the team with the data entry, booking and managing a large caseload of clients. You will be supporting a team of six money advice caseworkers.

Duties and Responsibilities

1. Office Administration

To assist in the Croydon office administration on rota basis.

2. Advice Assistance

To be the first point of contact for all new enquiries to our service regarding debt. This will involve recording clients' details onto our AdvicePro database, booking appointments, chasing clients for documents and information and when they come into the office in person making sure they have complied with our covid safe rules.

3. Casework support

- a) Assist caseworkers with the maintenance of client file records, both in paper form and on the case management system.
- b) Co-ordinate the co-ordination and reporting of statistical data as required by the Law Centre management.
- c) Assist caseworkers by scanning all incoming mail and uploading it to the relevant cases and uploading emails coming through our one-contact email address to the correct client case.

4. Personal and professional development

- d) To be an active member of the administration team and take part in administration and other Law Centre meetings as required

5. Equal opportunities

- e) To have regard at all times in the planning and execution of duties to the Law Centre's equal opportunities policy.

6. Other

- f) To attend SWLLC staff meetings as required.
- g) To undertake other duties which are generally compatible with the functions of the post as designated by the Senior Management Team.
- h) To comply with SWLLC policies and procedures, particularly those relating to health and safety, confidentiality and security, as set out in the Office Manual.

SOUTH WEST LONDON LAW CENTRES (SWLLC)

Legal Action for Local Communities

PERSON SPECIFICATION

POST: Money Advice Team Administrator

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Essential

1. GCSE or equivalent at Grade C or above in English and Mathematics.
2. Ability to communicate clearly in writing, in person and on the telephone.
3. Ability to work well as part of a team and form effective working relationships with others.
4. Ability to supervise volunteers in basic office procedures including reception and telephone duties.
5. Good IT skills and, in particular, confident with Microsoft Office (Word, Excel and Access) and databases.
6. Excellent organisational skills, including maintaining paper and electronic filing systems.
7. Supportive of the objectives of SWLLC, including a commitment to equal opportunities
8. Ability to work well under pressure and prioritise effectively when there are competing demands on time.
9. Ability to work on your own initiative.
10. Ability to maintain confidentiality.

SOUTH WEST LONDON LAW CENTRES

Legal Action for Local Communities

ORGANISATION SUMMARY AND OBJECTIVES OF THE POST

Context of the Post

As the administrator for the busy Money Advice team that aims to assist 1804 people per year you will assist the team with the data entry, booking and providing administrative support for a large caseload of clients. You will be supporting a team of six money advice caseworkers and three trainees advisers.

South West London Law Centres

SWLLC is a community based legal practice and a registered charity. Our history dates back to 1974 when the first Law Centres in Wandsworth were created. We became SWLLC in 2004 through the merger of a number of Law Centres in South West London. The Law Centre won the highly prestigious Legal Aid Firm/Not for Profit of the year 2020 at the LALY Awards.

SWLLC now works across six South West London boroughs (Croydon, Merton, Kingston, Richmond, Sutton and Wandsworth) helping people to understand and enforce their legal rights. In doing so, we address the root causes of social injustice – poverty, family breakdown, unemployment and exploitation. SWLLC provides full legal casework, representation and advice in the following areas of social welfare law – Community Care, **Debt**, Employment, **Housing**, Immigration & Asylum and in a limited way in Welfare Rights. We represent clients in all courts and tribunals. We also provide the housing duty solicitor schemes at Croydon, Kingston and Wandsworth County Courts giving emergency representation in possession hearings for rent and owned homes and at the warrant stage for evictions.

SWLLC delivers 15 to 18 pro bono clinics each week to provide initial advice on legal problems. There are 16 firms involved with the clinics as well as individual solicitors.

SWLLC works with and assists over 7,500 people per year.

Since COVID most of our casework has been done remotely at home or from our offices. We are starting some direct contact with clients and this will expand as our offices work towards being fully open again.

SWLLC's Croydon Office is a short walk from either East or West Croydon stations.

SOUTH WEST LONDON LAW CENTRES
Legal Action for Local Communities

GUIDANCE FOR APPLICANTS

Please read these notes carefully before filling in your application form, as the decision to shortlist for interview will be based solely on the information provided on the application form.

General Guidelines

1. Give only information, which is relevant to the post.
2. Complete all sections of the form. You will need to do this in order to be fairly compared to other candidates. All information given is treated as confidential.
3. Complete a rough draft first. This avoids mistakes and untidiness and enables you to organise and review the information you put on the form.
4. Get feedback from other people and make sure you give examples, which demonstrate your ability to do the job.
5. Complete the form in type, word processor, black ballpoint or ink.

Selection Criteria – The Person Specification

The skills, experience and qualification described in the Person Specification are the criteria against which you will be assessed and short-listed. Make sure you have covered each section of the Person Specification in your application form.

Employment

When completing this section include relevant part time work or work taken on a voluntary basis. Outlining your previous work experiences or other responsibilities may help you to uncover relevant skills, which are clear signs of your ability to do the job.

Further Information

In section four of the application form you should try to show how you are able to do the job. Rather than simply repeating your career history, look at the skills and experience required for the job and provide evidence that you possess them. Concentrate on the things you know and what you can do rather than on what other people in your group or workplace can do.

References

Where possible at least one of your referees should be a previous employer; either your present or most recent employer. If you have not previously been employed, or have not worked for some time, give the name of someone who knows you sufficiently well to confirm the information given and who can comment on your ability to do the job. (You must not provide a relative or partner's name as a referee).

Monitoring Information

This section is included in order to monitor the effectiveness of SWLLC's Equal Opportunities Policy, which aims to ensure that all applicants are treated fairly. All information is treated in confidence and used only for statistical monitoring.

The monitoring section of the application form is not used as part of the selection process. Consequently, if for example you have a disability, and this is an item in the person specification, **do also mention it in the main part of your application form.**

Finally – take a copy of the form and keep it to remind yourself of what you have said if you are called for an interview. Good Luck!