

SOUTH WEST LONDON LAW CENTRES  
***Legal Action for Local Communities***

**Volunteer administrator role**

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Organisation summary

SWLLC is a community based, Legal Aid 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. We now work across six boroughs, Croydon, Merton, Kingston, Richmond and Sutton and Wandsworth, helping people to access, understand and enforce their legal rights. SWLLC helps around 8,000 people per year.

- 1- SWLLC provides full legal casework, representation and advice in the following areas of social welfare law: Community Care, Debt, Employment, Housing, Immigration and Asylum and in a very limited way in Welfare Rights.
- 2- Our housing solicitors are also duty solicitors at the County Court Duty Scheme, giving emergency advice and representation in possession hearings at Croydon, Kingston and Wandsworth County Courts.
- 3- In addition to our busy daytime casework and court services, SWLLC run the largest pro bono clinic service in the UK through a network of volunteer solicitors and trainees. Last year, over 400 City and local solicitors or trainees took part in the scheme, providing free independent legal advice in areas of law no longer covered by Legal Aid, such as Immigration, Family, Crime, Employment as well as disputes between tenants and landlords, Personal Injury, General Litigation, Contract disputes and help with Small Claims. The scheme used to run weekly, mainly in the evenings, with up to 16 sessions across five boroughs, in Croydon, Wandsworth, Merton, Wimbledon and Kingston. We helped over 4,000 people last year through this service. As a result of the lockdown all clinics have been moved to telephone advice and discussions are taking place to establish whether it will be viable to return to the face to face sessions again.

Overall responsibility

Our busy admin team (two full-time and one part-time administrators) are now seeking some proactive and enthusiastic volunteers, with great organisational skills and customer service skills to assist with the smooth running of the busy Croydon and Battersea offices, handling the messages and calls for assistance that we receive from often very vulnerable and disadvantaged clients and supporting the admin team and caseworkers with ad hoc administrative tasks.

Overall Tasks

- Receiving and following up on messages left by potential clients.
- Considering complex legal issues.

- Triage of legal enquiries.
- Communication with our casework team in relation to new Legal Aid enquiries.
- Communication with clients in relation to their legal issue.
- Associated legal administrative tasks as required, including scanning, photocopying, binding, some archiving
- Helping with the administration of the post and DX.

This is a vital role, comprising the consideration of complex legal issues with the ability to actively listen and to empathise.

The role is varied and will give you the opportunity to hone interviewing skills as well as offering a good deal of client contact. If you are beginning your journey towards a legal career, this role could be a great first step for you.

You will receive full training and have access to further training and events provided within the Law Centre during the time that you are volunteering.

#### Person Specification

##### Key skills:

- Good attention to detail and high levels of accuracy
- Good working knowledge of Microsoft Office (Word, Excel and Outlook)
- Excellent interpersonal skills
- As the “face” of the organisation, you should have a professional telephone manner
- Strong communication skills, both written and oral
- Good organisational skills
- IT literacy

##### Personal attributes:

- Positive, proactive approach to work and a good team player
- Able to remain calm under pressure
- Understanding of the mission and values of South West London Law Centres
- Enthusiastic

#### Commitment

Croydon Branch: we are seeking someone who can commit to volunteer at least a full day a week (9.30 am to 4.30 pm) either on Monday, Tuesday, Wednesday, Thursday or Friday, on an ongoing basis for at least six months.

***When you apply, please specify which day of the week you would be free to volunteer.***

#### Location

This is an office based volunteering role. You will be required to attend the Croydon office.



### Remuneration

While this is a voluntary, unpaid position, we can reimburse your reasonable expenses for up to £15 per working day when travelling and volunteering in the office.

### Start date

We are seeking someone who can start as soon as possible.

### Application process

Please apply by sending your CV to [volunteers@swllc.org](mailto:volunteers@swllc.org) as soon as possible.

Please note that this is an administrative position and you will not be advising clients.