

Dear Applicant

Receptionist and Triage Worker

Thank you for your interest in this post to work in our Croydon office.

I am pleased to enclose:

- Job Description and Person Specification
- Guidelines for Applicants
- Organisation Summary

You can download the application form from our website.

The closing date for receipt of applications is 5pm on Friday 12 May 2023.
Applications should be sent by email to recruitment@swllc.org.

Yours faithfully

Patrick Marples CEO
South West London Law Centres

JOB DESCRIPTION

POST:	Receptionist and Triage Worker
Salary:	£21,750 per annum
Reports to:	Deputy CEO
Functional Links:	Legal Administrator, Cost of Living Project Administrator, Volunteer and Pro Bono Co-ordinator, Legal Advice Clinics Assistant, Casework Team, Volunteers.
Term:	Permanent
Hours:	Full Time
Based at:	SWLLC's Croydon office.

Purpose of job:

To provide a comprehensive reception service to a busy community law centre. This comprises responding to enquiries through both telephone and email, ensuring that each enquirer is assessed for suitability for our services, booking clients for our free community legal advice appointments and signposting those we cannot assist directly.

You will be working closely with our cost of living and pro bono teams and will be assisted by a team of volunteers.

We are looking for a highly organised candidate with strong interpersonal and administrative skills. As the first point of contact for our clients, you will be professional, calm and compassionate as well as highly efficient.

This is a vital role in a fast paced legal environment which would suit someone who hopes to develop a legal career. While some experience within an office or customer service environment is desirable, full training will be provided.

Key Tasks:

1. Working with the Deputy CEO to test and implement a comprehensive enquiry management system.
2. Having oversight of all enquiries coming into the law centre by email and telephone.

3. Working with the Deputy CEO and the Cost of Living Project Manager to develop an holistic needs assessment for every enquirer to the law centre.
4. Undertaking triage of complex enquiries.
5. Working with the Cost of Living Project Administrator to ensure that enquirers eligible for crisis support are supported.
6. Working with the Volunteer and Pro Bono Coordinator to recruit and train volunteers for the project.
7. Delegating enquiries to volunteers for triage.
8. Supervising reception volunteers.
9. Maintaining the volunteer manual.
10. Supporting the Volunteer and Pro Bono Coordinator with the collection of data regarding volunteers.
11. Maintaining statistics of the number of enquiries, the nature of enquiries and the outcome of enquiries.
12. Reporting on the statistics on a monthly basis.
13. Collecting client feedback.
14. Reporting on client feedback on a quarterly basis.
15. Maintaining a comprehensive knowledge of all law centre services and eligibility for these services.
16. Providing regular training to referring partners on what the law centre can and cannot assist with.
17. Maintaining up to date resources for signposting enquirers who we cannot assist.
18. Undertaking training and development activities to ensure a high quality service is delivered.
19. Providing cover for the Legal Administrator as required.

Training and professional development

- 1 To discuss regularly with the Deputy CEO your job performance and personal career development.

- 2 To be appraised regularly and to engage fully in this process to further personal development and maximise your contribution to SWLLC.
- 3 Attend relevant training courses and appropriate internal and external meetings, to enhance skills as a Receptionist.
- 4 Consult relevant colleagues to ensure that working practice is consistently of a high quality.

Supervision and Support

- 5 Assist with the Volunteer and Pro Bono Coordinator in maintaining a group of volunteers to assist with all aspects of reception services.
- 6 Train and oversee volunteers work so that they gain skills in a legal environment.

Equal Opportunities

- 7 To have regard at all times in the planning and execution of duties to SWLLC's Diversity and Inclusion Policy.

Other Duties

- 8 Play a full role in the organisation supporting colleagues to maximise their effectiveness.
- 9 Travel to meetings and other events across SW London as required.
- 10 In addition to the tasks and duties listed in this job description to undertake such duties as may be identified and which are generally compatible with the functions of the post.

Working Hours

- 11 This post may require some evening working at events or meetings.

Location

You will be based in our Croydon office.

PERSON SPECIFICATION

POST:	Receptionist and Triage Worker
Salary:	£21,750 per annum
Reports to:	Deputy CEO
Functional Links:	Legal Administrator, Cost of Living Project Administrator, Volunteer and Pro Bono Co-ordinator, Legal Advice Clinics Assistant, Casework Team, Volunteers.
Term:	Permanent
Hours:	Full Time
Based at:	SWLLC's Croydon office.

Knowledge

1. Educated to at least A Level standard, with GCSEs in Maths and English.
2. At least six months of experience in an administration or customer services role.
3. Ability to communicate clearly in writing, in person and on the telephone.
4. Ability to work well as part of a team and form effective working relationships with others.
5. Good IT skills and, in particular, confident with Microsoft Office (Teams, Word, Excel and Outlook) and databases.
6. Excellent organisational skills, including maintaining paper and electronic filing systems.
7. Ability to work to tight deadlines
8. Ability to work well under pressure and prioritise effectively when there are competing demands on time.
9. Supportive of the objectives of SWLLC, including a commitment to equal opportunities
10. Ability to work on your own initiative.

11. Ability to maintain confidentiality.
12. Must be available to travel to work in offices.
13. Flexible attitude – open and willing to learn new things, able to make adjustments to suit transitions in the workplace.

Desirable

1. Good knowledge of the services SWLLC provides.
2. Experience of supervising volunteers.
3. Experience of working in a legal or advice environment.
4. Lived experience of the issues faced by law centre clients.

SOUTH WEST LONDON LAW CENTRES

Legal Action for Local Communities

ORGANISATION SUMMARY AND OBJECTIVES OF THE POST

South West London Law Centres (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 accessing, understanding and enforcing their legal rights. SWLLC helps over 6,500 people per year.

We are looking to recruit a highly-motivated and proactive individual to facilitate holistic triage of new enquiries so that we can offer some form of assistance to each person who contacts us. As the first point of contact for the organisation, this is an integral role.

You will be part of a small team and given training to support your professional development.

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 you're 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!