

August 2023

Dear Applicant,

**Cost of Living Project Administrator**

Thank you for your interest in this post.

I am pleased to enclose:

- 1.) Job Description and Person Specification for the role of Cost of Living Project Administrator
- 2.) Guidelines for Applicants
- 3.) Organisation Summary

You can apply to us by submitting a completed application form which you can find [here](#).

To apply, please send your completed application form to us by 5pm on Tuesday 29 August. Applications should be sent by email to [recruitment@swllc.org](mailto:recruitment@swllc.org).

Patrick Marples  
CEO  
South West London Law Centres

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

**JOB ADVERT – Cost of Living Project Administrator**

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

We are looking for a dynamic and resourceful person to help boost the capacity of our cost of living project by making us more efficient. 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. You will be comfortable using the telephone to communicate with a range of stakeholders and you will be able to work to targets to ensure that we help the most people possible during this crisis.

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**POST:** Cost of Living Project Administrator

**Salary:** Up to £21,750

**Reports to:** Cost of Living Project Manager

**Line Manages:** Volunteers assigned to the project

**Functional Links:** Deputy CEO, Money Advice Team, Cost of Living Team, Enquiries and Triage Manager, Legal Administrator, Volunteer and Pro Bono Coordinator, Legal Advice Clinics Assistant.

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

**Term:** Two year project funded by the National Lottery Communities Fund

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

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**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](mailto:recruitment@swllc.org). Applications should be made on our application form which you can find [here](#).**

**SOUTH WEST LONDON LAW CENTRES (SWLLC)**  
***Legal Action for Local Communities***

**JOB DESCRIPTION**

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**Context of the Post**

As the administrator for our cost of living project you will be based in the reception of our Croydon office and tasked with ensuring that as many people as possible benefit from our service. You will assist the team with the data entry, booking and managing a large case load of clients. You will also have responsibility for ensuring that all enquirers in need of support with accessing food and fuel vouchers as well as being added to the priority service register are supported. You provide administrative support for the cost of living and money advice teams and work with the reception team to ensure that our triage is holistic and our processes are seamless for the client.

**Duties and Responsibilities**

**1) Advice Assistance**

- a) To work with our reception team to ensure that all enquirers in need of money advice and/or cost of living support are booked into the appropriate service.
- b) Picking up voicemails left for the Cost of Living and Money Advice Team.
- c) Recording client's details onto our AdvicePro database, booking appointments, chasing clients for documents and information.
- d) Contacting referrers regarding the outcome of their referral.
- e) Training and supervising volunteers to support with the project delivery.
- f) Supporting volunteers to order food bank and fuel vouchers for clients.
- g) Supporting volunteers to register clients for the priority service register.
- h) Maintaining Cost of Living signposting resources.

- i) Supporting volunteers to deliver accurate and appropriate signposting information.
- j) Ensuring that enquiries that come direct to the money advice and/or cost of living team are triaged thoroughly to establish whether other law centre services are required.
- k) Recording accurate data and outcomes in relation to food and fuel bank vouchers and priority service register applications.
- l) Collecting and recording client feedback.

**2) Casework support**

- a) Assist caseworkers with the maintenance of client file records, both in paper form and on the case management system.
- b) 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.

**3) Personal and professional development**

- a) To be an active member of the administration team and take part in administration and other Law Centre meetings as required
- b) To carry out such training as necessary as identified by the Cost of Living Project Manager in the timescales set out.

**4) Equal opportunities**

- c) To have regard at all times in the planning and execution of duties to the law centre's equal opportunities policy.

**5) Other**

- a) To attend SWLLC staff meetings as required.
- b) To undertake other duties which are generally compatible with the functions of the post as designated by the Senior Management Team.

**SOUTH WEST LONDON LAW CENTRES (SWLLC)**  
***Legal Action for Local Communities***

**PERSON SPECIFICATION**

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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.

**Desirable**

- 1) Experience of working with volunteers or of volunteering.
- 2) Lived experience of the issues facing our clients.
- 3) Experience of training and supervising team members.

## **SOUTH WEST LONDON LAW CENTRES**

*Legal Action for Local Communities*

### **ORGANISATION SUMMARY AND OBJECTIVES OF THE POST**

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#### **Context of the Post**

As the administrator for the busy Cost of Living team you will assist the team with the data entry, booking and providing administrative support for a large case load of clients. Your input will help us to ensure that all of the many people who enquire about our services are provided with a comprehensive needs assessment so that we can be sure that we can assist them with as many service as possible.

This is a key role for the project and for the law centre as a whole and offers considerable scope for development and progression for the right person.

#### **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.

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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*

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**GUIDANCE FOR APPLICANTS**

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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!**