

Dear Applicant

Legal Administrator

Thank you for your interest in this post to work in our Croydon office, with regular time at our Merton and Wandsworth offices.

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 29 August 2023. Applications should be sent by email to recruitment@swllc.org.

Yours faithfully

Patrick Marples CEO
South West London Law Centres

JOB DESCRIPTION

POST:	Legal Administrator
Salary:	£21,750 per annum
Reports to:	Deputy CEO
Functional Links:	Reception and Triage Workers, 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, with regular time spent at our Merton and Wandsworth offices

Purpose of job:

To provide administrative support across the organisation, including the provision of support to our legal caseworkers and our senior management team. You will support the smooth running of the offices and help us to develop efficient systems so that we can support more people. You will be joining the organisation at a pivotal time, as we move to consolidate flexible working and paperless systems.

We are looking for a highly organised candidate with strong interpersonal and administrative skills.

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 environment is desirable, full training will be provided.

Key Tasks:

1. Handling incoming and outgoing mail, DX and faxes. Ensuring that incoming post is distributed promptly and accurately in accordance with the agreed procedure.
2. Maintain the office filing system, including creating new files and the regular archiving of closed files. Maintaining an accurate record at all times of the location of case files and other client documents.
3. Supervision of administrative volunteers

4. Ordering stationery and supplies to ensure that sufficient stocks are maintained to avoid interruptions to work.
5. Assist caseworkers with the maintenance of client file records, both in paper form and on the case management system.
6. Assist with collating and reporting of statistical data as required by the law centre management.
7. Assist the Costs Co-ordinator with ad hoc administrative tasks as required.
8. To provide assistance to caseworkers with photocopying, typing, scanning and other ad hoc administrative duties as required.
9. Maintaining standard documents and informing the caseworkers of any updates.
10. Be an active member of the administration team and take part in administration and Law Centre meetings as required.
11. To undertake training and development activities to ensure a high quality service is delivered.
12. Provide full administrative support for the HPCDS, including preparing the staff rota and other ad hoc activities as required.
13. Maintaining a tidy working environment across the whole office.
14. Assisting the SMT with ad hoc administrative tasks as required.
15. Liaising with IT support regarding support tickets, including basic IT troubleshooting.
16. Providing cover for the reception team 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 Legal Administrator.
- 4 Consult relevant colleagues to ensure that working practice is consistently of a high quality.

Supervision and Support

- 5 Train and oversee volunteers work so that they gain skills in legal administration.

Equal Opportunities

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

Other Duties

- 7 Play a full role in the organisation supporting colleagues to maximise their effectiveness.
- 8 Travel to meetings and other events across SW London as required.
- 9 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

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

Location

You will be based in our Croydon office but will be expected to travel regularly to our Merton and Wandsworth offices to provide administrative support.

PERSON SPECIFICATION

POST:	Legal Administrator
Salary:	£21,750 per annum
Reports to:	Deputy CEO
Functional Links:	Reception and Triage Workers, Cost of Living Project Administrator, Volunteer and Pro Bono Co-ordinator, Legal Advice Clinics Assistant, Casework Team, Volunteers.
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Knowledge

1. Educated to at least A Level standard, with GCSEs in Maths and English.
2. At least six months' experience in an administration or customer service 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 support the smooth running of our offices. This is a new role designed to help the organisation operate efficiently and ensure that our legal and management teams have full administrative assistance to support their work.

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!