

May 2024

Dear Applicant

**Cost of Living Project Administrator**

Thank you for your interest in this post.

I am pleased to enclose:

- Organisation Summary and context of the post
- Job Description and Person Specification for the role of Cost of Living Project Administrator

Please apply to [recruitment@swllc.org](mailto:recruitment@swllc.org) by forwarding your CV together with a covering letter of no more than two pages of A4 setting out how you meet the person specification and why you would like to work with South West London Law Centres.

**Please note that applications without a covering letter will not be considered.**

The final closing date for applications to this role is 5pm on 14 June 2024, however, we will be evaluating applications as we receive them and so you are advised to submit your application as soon as possible.

If you would like to have a brief informal chat to discuss the role, please contact us at [recruitment@swllc.org](mailto:recruitment@swllc.org)

Yours faithfully

**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**

South West London Law Centres (SWLLC) is one of the largest Law Centres in the country and we are seeking a positive and organised individual to provide support to our cost of living team.

We are looking for someone who can work full time at our Croydon office, but we will consider applications from those who wish to work part time. Our cost of living team is highly respected and very busy, receiving referrals from other teams within the law centre as well as from community partners. The Law Centre is well known and highly regarded, winning the Legal Aid Firm/Not for Profit in the 2020 LALY Awards.

You will work with colleagues and volunteers to ensure that the expert advice and casework of our team reaches those who need it. You will develop your own caseload of income maximisation and crisis support cases and you will coordinate volunteers to help us support more people. You will show care and attention to our clients and the command of detail which is a hallmark of our work. This is an exciting opportunity for someone who wants to take the first step in their legal career and to make a real difference within the community.

We can offer flexible working and generous benefits.

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<b>POST:</b>	<b>Cost of Living Project Administrator</b>
Salary:	£23,933 per annum
Reports to:	Cost of Living Project Manager
Term:	Initial fixed term contract for one year, with the intent to secure onwards funding to make the role permanent.
Based at:	South West London Law Centres Croydon Office – <b>Please note that this is an office based position.</b>
Hours:	Full time – 35 hours per week, but we welcome applications from those who wish to work part time in a job share arrangement.

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## **SOUTH WEST LONDON LAW CENTRES**

*Legal Action for Local Communities*

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

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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

We now work across six South West London boroughs (Croydon, Merton, Kingston, Richmond, Sutton and Wandsworth). 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 **Welfare Rights**. In 2022/23 we assisted 6778 people. We represent clients in all courts and tribunals and worked on 2,609 cases in 2022/23.

We continue to run one of the largest pro bono clinic services across England, we deliver around 100 free clinics appointments per week offering initial advice on a wide range of civil / legal problems over 400 pro-bono lawyers helped 2,954 clients last year.

We have a strong emphasis on quality – we are accredited to the Law Society’s Lexcel standard for excellence in legal practice management and client care and our Immigration Team has been rated as “Excellent” in a Legal Aid Peer Review for three years running.

### **Working at South West London Law Centres**

South West London Law Centres has served the communities of South West London for 50 years. Today, we continue to meet the needs and address the disadvantage of around 7,000 clients per year. They include women fleeing domestic violence, people who are in housing crisis, people with no income or recourse to public funds, those with complex benefit challenges, and people mistreated by unscrupulous employers.

Joining the law centre is a chance to be a part of the law centres movement and to make a real impact with every case.

As an employer we support a range flexible working arrangements, including compressed hours to a four day week or nine day fortnight. We welcome applications from those wishing to work part time.

We have a generous leave allowance at 29 days per calendar year, rising to 34 days after five years’ continuous service as well as a range of discretionary leave to cover emergencies.

We offer opportunities for training and progression and support staff wellbeing through an employee assistance programme.

Our offices are centrally located close to transport hubs.

### **The context of the post**

Our cost of living team is grant funded and carries out crisis navigation and welfare benefits casework for community members struggling with the cost of living. Crisis navigation involves a full triage of the matter, income maximisation and wraparound care so that our clients receive an holistic service and are better able to put our advice into practice.

Our team is comprised of two crisis navigators and two welfare benefits paralegals and we are currently recruiting experienced welfare benefits caseworkers. The team is overseen by our cost of living project manager. Our busy debt team complements our cost of living work and provides a steady stream of referrals alongside referrals from community partners, outreach and drop-ins.

Our project has been running for two years and the role of project administrator is a lynchpin that ensures the smooth operation of the team. The role comprises administrative work around booking appointments for clients and collecting client feedback, but there will also be an opportunity to grow a caseload of your own, supporting clients with income maximisation and obtaining crisis support for them. You will also get a chance to develop management skills, overseeing the work of our volunteers and coordinating their activities.

This is an exciting role for someone who wants to work in a legal environment and be involved in supporting their community through the cost of living.

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

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## **JOB DESCRIPTION**

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### **Duties and Responsibilities**

#### **Project Administration**

1. To work with our reception team to ensure that all enquirers in need of money advice and cost of living support are booked into the appropriate service.
2. Picking up voicemails left for the Cost of Living and Money Advice Team.
3. Recording client's details onto our AdvicePro database, booking appointments, chasing clients for documents and information.
4. Contacting referrers regarding the outcome of their referral.
5. Maintaining Cost of Living signposting resources.
6. 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.
7. Recording accurate data and outcomes in relation to food and fuel bank vouchers and priority service register applications.
8. Collecting and recording client feedback.

#### **Caseworker Assistance**

1. Assist Money and Cost of Living caseworkers with the maintenance of client file records on the AdvicePro case management system.
2. Co-ordination and reporting of statistical data as required by the law centre management.
3. Scan and upload all incoming paper mail to the relevant client cases
4. Upload incoming WhatsApp and emails from our one contact email and number to the relevant client cases
5. Assist caseworkers and paralegals with collecting client documentation.

6. Supporting caseworkers by delivering the following tasks for their clients:
  - a. food bank vouchers
  - b. registering clients for the priority services register
  - c. benefit checks
  - d. benefit applications
  - e. grants applications
  - f. energy referrals
  - g. baby bank referrals
  - h. financial statement completion
  - i. Related form filling and applications

### **Volunteer Training and Supervision**

1. Supervising a volunteer team and training them to deliver their casework which includes foodbank vouchers, benefit checks, information gathering interviews and apply for grants, priority services register, benefits and energy support
2. Supporting the volunteers with their cases which will cover:
  - a. food bank vouchers
  - b. registering clients for the priority services register
  - c. benefit checks
  - d. benefit applications
  - e. grants applications
  - f. energy referrals
  - g. baby bank referrals
  - h. financial statement completion
  - i. Related form filling and applications
3. Covering the cases of the volunteers if they are not available on the day the client needs support

### **Personal and professional development**

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

### **Equal opportunities**

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

### **Other**

2. To attend SWLLC staff meetings as required.
3. To attend team meetings as required.
4. 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)**  
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**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.