

August 2024

Dear Applicant

**Part Time Receptionist**

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 Part Time Receptionist

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 9 September 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 – Receptionist**

South West London Law Centres (SWLLC) is one of the largest Law Centres in the country and we are seeking a highly organised candidate with strong interpersonal and administrative skills to be the first point of contact for our clients.

We are looking for someone who can work three or four days per week, with one of those days being a Tuesday. Our reception team is extremely busy, triaging approximately 450 enquiries per month through various communication routes, as well as providing an in person reception service in our office.

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

<b>POST:</b>	Part Time Receptionist (3-4 days per week)
<b>Salary:</b>	£23,933 per annum/pro rata (£14,359.80 or £19,146.40 actual depending upon whether three or four days)
<b>Reports to:</b>	Deputy CEO
<b>Term:</b>	Permanent
<b>Hours:</b>	Part Time – 3-4 four days per week with one day being Tuesday.
<b>Based at:</b>	SWLLC's Croydon office.

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## **JOB DESCRIPTION**

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### **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.

### **Key Tasks:**

1. Having oversight of all enquiries coming into the law centre by email and telephone.
2. Undertaking triage of complex enquiries.
3. Working with the Cost of Living Project Administrator to ensure that enquirers eligible for crisis support are supported.
4. Working with the Volunteer and Pro Bono Coordinator to recruit and train volunteers for the project.
5. Delegating enquiries to volunteers for triage.
6. Supervising reception volunteers.
7. Maintaining standard operating procedures and guidance for staff and volunteers
8. Supporting the Volunteer and Pro Bono Coordinator with the collection of data regarding volunteers.
9. Maintaining statistics of the number of enquiries, the nature of enquiries and the outcome of enquiries.
10. Reporting on the statistics on a monthly basis.

11. Collecting client feedback.
12. Reporting on client feedback on a quarterly basis.
13. Maintaining a comprehensive knowledge of all law centre services and eligibility for these services.
14. Providing regular training to referring partners on what the law centre can and cannot assist with.
15. Maintaining up to date resources for signposting enquirers who we cannot assist.
16. Undertaking training and development activities to ensure a high quality service is delivered.
17. 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**

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### **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.