

Job Description and Person Specification

Job Title: Administrator

Reports To: National Coordinator

Purpose

To provide excellent administrative support to the work of Kids in Need of Defense UK.

Responsibilities

- Processing referrals to the project using the online referral system
- Setting up new clients using our case management system
- Referring new clients to the relevant Kids in Need of Defense UK hub
- Arranging appointments for clients to meet with their pro bono lawyers and the Kids in Need of Defense UK supervising lawyer
- Dealing with telephone enquiries from members of the public and referral agencies
- Maintaining a waiting list of clients referred to the project
- To adhere to systems for the provision of administrative support for all work undertaken by the team and for maintaining positive relationships with third parties including clients and external agencies
- To audio and copy type and format letters, documents and other items for team members
- To provide an excellent client focused service
- To keep and maintain records or databases as requested
- To photocopy documents as required and to prepare court bundles
- To support the provision of an excellent standard of client care by ensuring files are maintained in accordance with office procedures, filing and record keeping is kept up to date and files are maintained to a high standard
- Liaising with third parties by letter and telephone to ensure efficient progression of the work undertaken by the team
- Adhere to policies laid down by the Law Centre in relation to administration and file management and maintenance
- To support the team with organising minutes, diary planning and taking minutes where appropriate.
- Adopt a flexible, responsive and problem solving approach to team members, clients and prospective clients
- Other general admin tasks as required by caseworkers and the Team Head

General

- To demonstrate commitment to the aims, values, principles and policies of the Law Centre
- To abide by policies and procedures as set out in the Office Manual and Staff Handbook
- To attend staff meetings and external meetings and seminars when necessary
- To contribute towards the effective daily running of the Law Centre
- Any other task reasonably required within the context of this post

Person Specification

Essential

- A demonstrable commitment to social justice and the ability to work sympathetically and effectively with a wide variety of clients.
- Commitment to and understanding of the aims and objectives of the Law Centre.
- The ability to communicate effectively and sensitively
- An understanding of the importance of confidentiality
- A non-judgemental attitude
- Experience of using IT systems including Microsoft Word, Excel and Outlook
- Excellent oral and written communication skills
- A good standard of audio typing skills and or using speech recognition systems
- Experience of maintaining administrative and filing systems to a good standard
- Excellent organisational skills, including the ability to prioritise multiple tasks and provide realistic timescales for completion, to ensure that key deadlines are met, and to work effectively when under time pressure
- The ability to learn quickly and develop new skills
- Ability to get on with people and be polite under pressure and to work co-operatively as part of a team
- Self-motivated, able to work independently and on own initiative and able to organise workload

Desirable

- Experience of working with the public and in a busy and demanding environment
- Experience of using a case management system
- OISC Level 1 accredited