

**Legal Advice Centre
(University House)**

JOB DESCRIPTION

Post Holder:

Job Title: Administrator and Triage Worker

Salary: £ 26,026 per annum

Accountable to: Director of Operations

Term: Permanent

Hours: Full Time or Part Time

Based at: 104 Roman Road

MAIN OBJECTIVES:

1. To help provide an effective free advice and representation service for people largely living or working in East London or elsewhere within England and Wales.
2. To provide a comprehensive administrative service to a busy front line advice centre. This comprises responding to enquiries through both telephone, email and face-to-face, ensuring that each enquirer is assessed for suitability for our services, specifically with a view to Legal Aid funding, booking clients for legal advice appointments and signposting those we cannot assist directly.
3. You will be working closely with our Housing Team and provide some support to other legal area teams.

Key Tasks:

1. Having oversight of all enquiries coming into the Housing Team by email, telephone and face to face.
2. Undertaking triage of complex enquiries.
3. Working with the Housing Team to ensure that enquirers eligible for Legal Aid are supported.
4. Delegating enquiries to volunteers for triage.
5. Supervising administrative volunteers.
6. Maintaining statistics of the number of enquiries, the nature of enquiries and the outcome of enquiries.
7. Reporting on the statistics on a monthly basis.

8. Collecting client feedback.
9. Reporting on client feedback on a quarterly basis.
10. Maintaining a comprehensive knowledge of all Centre services and eligibility for these services.
11. Maintaining up to date resources for signposting enquirers who we cannot assist.
12. Undertaking training and development activities to ensure a high-quality service is delivered.
13. Providing cover for the Centre Administrator as required.

Supervision and Support

1. Assist with training and overseeing volunteers work so that they gain skills in a legal environment.

General

1. Play a full role in the organisation supporting colleagues to maximise their effectiveness.
2. 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.
3. This post may require some evening working at events or meetings.
4. To attend staff meetings.
5. To observe the Centre's Confidentiality and data/GDPR Policies at all times.
6. To undertake all duties within the letter and the spirit of the Centre's Equal Opportunities Policy at all times.
7. To undertake all duties in accordance with the Centre's Safeguarding Policies.
8. To undertake any other duties as may be reasonably required by the Centre.

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. Excellent 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 the Centre, 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

14. Language skills in a local community language e.g. Bengali, Urdu, Somali, Arabic.

15. Good knowledge of the services the Centre provides.

16. Experience of working in a legal or advice environment.

17. Lived experience of the issues faced by the Centre clients.