

# **DERBYSHIRE LAW CENTRE**

## **JOB DESCRIPTION**

**TITLE OF POST:** Administrator

### **MAIN PURPOSE OF JOB**

The post holder will provide administrative and typing support to all staff (paid and unpaid) at the Law Centre. In addition, the post holder(s) will work daily on client and contact databases and Microsoft Office including Access, Excel, Word and Publisher.

To contribute to the overall effectiveness of the workplace and the achievement of targets.

### **LOCATION OF THE POST**

The post holder will be based at the main premises in Chesterfield or at any other Law Centre premises within the catchment area.

### **RESPONSIBLE FOR:**

The post holder will not be responsible for any paid or unpaid staff.

### **SUPERVISION:**

The postholder will report to a specified Coordinator.

### **OTHER RESPONSIBILITIES:**

- To be responsible for own personal development.
- To maintain confidentiality at all times.
- To maintain effective working relationships and contribute to a working environment which is safe, considerate and supportive of all.
- To demonstrate commitment to DLC's Equal Opportunities Policy.

### **ROLE AUTONOMY OR DECISIONS MADE:**

The postholder needs to be self motivated and able to work under their own supervision and manage work priorities. The postholder must be able to work as part of a team.

### **MAIN DUTIES OF THE POST**

1. To provide typing support (audio/copy) to all staff (paid and unpaid) at the Law Centre.

2. To support the Coordination unit on administrative tasks, particularly using the Microsoft Office Software.
3. To take the lead on the Contacts Database, including updating it and using it to send out documentation of various sorts.
4. To provide support with the Client Database Management System.
5. To use computer systems and software to input, manipulate and retrieve data.
6. To provide administrative support to all staff (paid and unpaid).
7. To provide reception cover, as required.
8. To operate cash and banking procedures in accordance with DLC procedures.
9. To design, implement, monitor and maintain procedures in support of areas of work and responsibility, including identification of need for procedures and develop them in conjunction with users and Coordination Unit.
10. To maintain and updating the casework archive filing system.
11. To make arrangements for meetings, including venues, facilities and refreshments and to prepare and distribute documentation and packs.
12. Administrative duties shall include:
  - Miscellaneous admin support on casework files
  - Collation and distribution of Committee Agenda as required
  - Photocopying
  - Maintaining and updating current main filing system (both computer and manual based)
  - Other miscellaneous clerical duties as required
13. To attend meetings and take minutes as required.
14. To liaise with clients and external agencies as required.
15. To assist with updating the Law Centre Website, along with Facebook, Twitter and other Social Media as required.
16. To assist with induction, further training and support to other staff (paid or unpaid) as necessary, required and appropriate.
17. To undertake other duties as agreed between the post holder and Workers Group or Management Committee, in consultation with the relevant trade union where necessary.

## PERSONNEL SPECIFICATION

**TITLE OF POST: Administrator**

<b>Factor</b>	<b>Essential</b>	<b>Desirable</b>	<b>How identified</b>
<b>Qualifications/ Education/ Training</b>	<ul style="list-style-type: none"><li>• Computer literacy</li><li>• RSA II typewriting or equivalent</li></ul>	<ul style="list-style-type: none"><li>• RSA III typewriting or equivalent</li><li>• Cilex Level 2 Certificate for Legal Secretaries (or equivalent)</li></ul>	- application form
<b>Experience of</b>	<ul style="list-style-type: none"><li>• Audio typing</li><li>• Maintaining an efficient filing system</li><li>• Computers and software including Microsoft Word, Access, Excel and Publisher, Office 365, Outlook and the internet.</li><li>• Office procedures</li></ul>	<ul style="list-style-type: none"><li>• Copy typing</li><li>• Collation and distribution of agenda and papers for meetings</li><li>• Taking and preparing minutes</li><li>• Creating, editing, inputting onto Access based databases</li></ul>	- application form/ interview - application form/ interview - application form/ interview - application form/ interview

		<ul style="list-style-type: none"> <li>• Working in a legal services setting</li> <li>• Social Media including: <ul style="list-style-type: none"> <li>• Facebook</li> <li>• Twitter</li> </ul> </li> <li>• Diary Management</li> <li>• Website Management</li> <li>• Managing office resources</li> <li>• Dealing with outside suppliers</li> </ul>	<ul style="list-style-type: none"> <li>- application form</li> <li>- application form/ interview</li> <li>- application form/ interview</li> <li>- application form</li> <li>- application form/ interview</li> <li>- application form</li> </ul>
<p><b>Disposition and attitudes</b></p>	<ul style="list-style-type: none"> <li>• Able to work as part of a team</li> <li>• Self-motivated.</li> <li>• Ability to work under own supervision and manage work priorities.</li> <li>• Attention to detail.</li> <li>• Commitment to equal opportunities &amp; anti-</li> </ul>		<ul style="list-style-type: none"> <li>- application form / interview</li> <li>- application form / interview</li> <li>- application form / interview</li> <li>- application form / interview</li> <li>- application form / interview</li> </ul>

	<p>oppressive practice.</p> <ul style="list-style-type: none"> <li>• Commitment to and understanding of Law Centre's aims.</li> <li>• Flexible in approach to work.</li> <li>• Reliable.</li> <li>• Honest.</li> <li>• Able to maintain confidentiality.</li> </ul>		<ul style="list-style-type: none"> <li>- application form / interview</li> <li>- application form/ interview</li> <li>- reference</li> <li>- reference</li> <li>- reference</li> </ul>
<p><b>Skills/ knowledge/ aptitudes</b></p>	<ul style="list-style-type: none"> <li>• Audio typing skills</li> <li>• Knowledge of casework procedures and management</li> <li>• Knowledge of Microsoft Applications including Microsoft Office Suite.</li> <li>• Knowledge &amp; understanding of office procedures</li> <li>• Ability to operate monitoring systems and recording statistics</li> <li>• Ability to produce accurate and well presented documents from source.</li> </ul>		<ul style="list-style-type: none"> <li>- application form / interview</li> <li>- application form/ interview</li> <li>- application form/ interview</li> <li>- application form / interview</li> <li>- application form/ interview</li> <li>- application form/ interview</li> </ul>

	<ul style="list-style-type: none"><li>• Ability to organise and undertake own administration.</li><li>• Ability to work as part of team.</li></ul>		
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