



DERBYSHIRE LAW CENTRE

JOB DESCRIPTION

TITLE OF POST: Administrator (Caseworker Support)

MAIN PURPOSE OF JOB

The post holder will provide administrative and typing support to all staff (paid and unpaid) at the Law Centre, giving priority to Caseworkers.

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. Limited home working may be possible, subject to business needs.

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 and ethos.

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, in particular, caseworkers.
2. To provide support with the Client Database Management System.
3. To use computer systems and software to input, manipulate and retrieve data.
4. To provide reception cover, as required.
5. To provide administrative support to all staff (paid and unpaid).
6. To operate cash and banking procedures in accordance with DLC procedures.
7. 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.
8. To maintain and update the casework archive filing system.
9. To make arrangements for meetings, including venues, facilities and refreshments and to prepare and distribute documentation and packs.

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
10. To attend meetings and take minutes as required.
 11. To liaise with clients and external agencies as required.
 12. To assist with updating the Law Centre Website as required.
 - 13.
 14. To assist with induction, further training and support to other staff (paid or unpaid) as necessary, required and appropriate.
 15. 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

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Factor	Essential	Desirable	How identified
Qualifications/ Education/ Training	<ul style="list-style-type: none"> • Excellent Computer literacy • Minimum typing speed of 60 wpm 	<ul style="list-style-type: none"> • RSA III typing or equivalent (such as OCR level 3 Text Production and Word Processing) 	<ul style="list-style-type: none"> - application form - application form/ interview
Experience of:	<ul style="list-style-type: none"> • Audio typing • Dictaphone software • Maintaining an efficient filing system • Computers and software including Microsoft Word, Outlook and internet • Database inputting • Experience of working within set office procedures 	<ul style="list-style-type: none"> • Copy typing • Collation and distribution of agenda and papers for meetings • Taking and preparing minutes • Excel software • Working in a legal services setting • Outlook Calendar Management • Managing office resources • Dealing with outside suppliers • Using Olympus Dictaphone software 	<ul style="list-style-type: none"> - application form/ interview

Skills/ knowledge/ aptitudes	<ul style="list-style-type: none">• Audio typing skills• Knowledge of Microsoft Applications including Microsoft Office Suite, especially Word and Outlook• Knowledge & understanding of office procedures• Ability to operate monitoring systems and recording statistics• Ability to produce accurate and well presented documents from source• Ability to organise and undertake own administration	<ul style="list-style-type: none">• Knowledge and understanding of Advice Pro Casework Management System.• Knowledge of casework procedures and management• Working knowledge of Microsoft Excel software	- application form / interview
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