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**Personnel Specification**

**Title of post:** Administrator (Reception) 14 hours (Thursday, Friday)

**Duration**: Permanent

**Department/Unit:** Admin

**Salary**: £19,312 - £21,748 (£7,725 - £8,700 pro rata) (NJC Pay Scale 5 to 11

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| **Requirements** | **Essential** | **Desirable** |
| **Qualifications/****Education/****Training** |  | Computer literacy (CLAIT, ECDL or similar)RSA II typewriting or equivalent |
| **Experience of** | Reception work, particularly in a client-focussed environment.Computers and software including Microsoft Word, Excel and OutlookOffice proceduresCasework procedures and managementOperating monitoring systems and recording statisticsWorking in a busy officeIdentifying when an enquiry (both telephone and in person) is an emergency | Copy typingCollation and distribution of agenda and papers for meetingsTaking and preparing minutesWorking in a legal services settingDiary ManagementManaging office resourcesInducting and training co-workers |
| **Disposition and attitudes** | Commitment to equal opportunities & anti-oppressive practice.Commitment to and understanding of LawCentre's aims.Self-motivated.Learns quickly and responds to training and supervisionAbility to work under own supervision and manage work priorities.Attention to detail.Flexible in approach to work.Manages time wellReliable and conscientious.Honest.Able to maintain confidentiality. |  |
| **Skills/****knowledge/****aptitudes** | Good, clear telephone mannerAbility to deal in appropriate manner with clients/callers on the phone or in personAbility to take concise, precise and legible notesAble to deal efficiently with callers in distress demonstrating calm, tact, understanding and empathyAccurate keyboard skillsExcellent organisational skillsAbility to work as part of a teamKnowledge of casework procedures and managementKnowledge of Microsoft Applications including WordKnowledge and understanding of office procedures | A good understanding of the voluntary sector and volunteeringAbility to produce accurate and well-presented documents from source.Has an in depth understanding of the community served by the Law Centre |