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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 Outlook  Office procedures  Casework procedures and management  Operating monitoring systems and recording statistics  Working in a busy office  Identifying when an enquiry (both telephone and in person) is an emergency | Copy typing  Collation and distribution of agenda and papers for meetings  Taking and preparing minutes  Working in a legal services setting  Diary Management  Managing office resources  Inducting 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 supervision  Ability to work under own supervision and manage work priorities.  Attention to detail.  Flexible in approach to work.  Manages time well  Reliable and conscientious.  Honest.  Able to maintain confidentiality. |  |
| **Skills/**  **knowledge/**  **aptitudes** | Good, clear telephone manner  Ability to deal in appropriate manner with clients/callers on the phone or in person  Ability to take concise, precise and legible notes  Able to deal efficiently with callers in distress demonstrating calm, tact, understanding and empathy  Accurate keyboard skills  Excellent organisational skills  Ability to work as part of a team  Knowledge of casework procedures and management  Knowledge of Microsoft Applications including Word  Knowledge and understanding of office procedures | A good understanding of the voluntary sector and volunteering  Ability to produce accurate and well-presented documents from source.  Has an in depth understanding of the community served by the Law Centre |