

Administrator

**£24,500 per year (pro rata)
Part Time - 24.5 hours/week**

NKLCs Background

North Kensington Law Centre – NKLC, opened its doors in 1970 as the first Law Centre in the country, pioneering a community-based legal service which promotes rights and equality of opportunity. In 2020, we celebrated our 50th year serving the communities of North Kensington and beyond, and have established a history and tradition of fighting for justice on behalf of people from disadvantaged and vulnerable communities. Recently, we became part of the West London Homelessness Project with London Councils.

We currently work in employment, housing, immigration, and welfare benefits law. In immigration, we are registered with the OISC and we have an LAA contract in housing and immigration. Under the West London Homelessness Project, we provide immigration advice and representation to homeless people. We also undertake privately funded work for matters which are not in scope of Legal Aid.

The Role

Title: Administrator

Responsible to: Director

Line managed by: Triage Coordinator

We are looking for an Administrator to support the delivery of NKLC's core work in employment, housing, immigration and welfare benefits law, and the West London Homelessness Project.

Key responsibilities

- Oversee the day-to-day operations of the NKLC office;
- Monitor office enquiries received by NKLC and ensure all telephone, email and in-person contact reach the appropriate team members;
- Coordinate NKLC's team of reception volunteers, including timetabling, recruitment and being the first point of contact;
- Provide administrative support to immigration caseworkers and solicitors assisting clients under the West London Homelessness Project;
- Assist in maintaining full records of enquiries in our case management system;

- Maintain staff HR records, absences, leave requests and holidays;
- Make external room bookings;
- Manage NKLC's accounts and subscriptions with external service providers;
- Coordinate office purchases and deliveries with the finance manager;
- Ensure the finance manager receives receipts and invoices for any office income and expenses;
- Monitor the office cash box;
- Oversee file archiving, storage and retrieval;
- Assist the Director to ensure compliance with Law Society Quality Mark (Lexcel), Legal Aid Agency and GDPR standards, among others;
- Assist with onboarding new team members.

General responsibilities

- Attend and participate in staff meetings;
- Assist in cover arrangements when colleagues are absent or at times of pressure;
- Identify your own training and development needs and implement plans to meet them;
- Follow and adhere to management guidance structures in line with NKLC's professional employment standards, policies and procedures;
- Work flexibly as part of a team, undertaking any other necessary and appropriate tasks as may be reasonably required.

Person Specification

Essential Skills and Attributes:

- Ability to manage concurrent administrative tasks;
- Excellent interpersonal skills;
- Excellent verbal communication skills;
- Excellent written communication;
- Excellent IT skills;
- Ability to work patiently and empathetically with a diverse range of service users;
- Ability to follow instructions accurately and learn quickly, whilst ensuring attention to detail;
- Ability to promptly organise and present complex information from multiple sources;
- Ability to work as part of a team;
- Experience of working to demanding time scales in a pressurised environment;
- Ability to use own initiative and work independently with limited supervision;
- Willingness to share expertise, support colleagues and contribute to a productive working environment.

Desirable Skills and Attributes:

- Experience of working with communities/individuals who are marginalised and affected by discrimination;
- Experience of working with voluntary or statutory sector organisations in a relevant field;
- Experience of supervising volunteers;
- Experience of using a case management system;
- Understanding of the benefits of effective advice and advocacy skills;

- Basic knowledge of the issues faced by individuals seeking the services delivered by NKLC (i.e. employment, housing, immigration, welfare benefits, etc.);
- Basic knowledge of the English legal system, the courts and tribunal process.

Equal Opportunities

NKLC is an equal opportunities organisation. We recognise that widespread discrimination exists in society towards individuals and groups both directly and indirectly. All employees are expected to adhere to and promote NKLC's Equal Opportunities Policy.

Specific Details

The role is part time – 3.5 days per week (24.5 hours per week), working from our offices in North Kensington – on a fixed term basis for the duration of 18 months.

The role requires an enhanced DBS clearance within 4 weeks of commencing employment and the role will remain dependent on the outcome. Candidates are required to make a full disclosure of previous or pending civil and criminal matters against them and of any other suitability matters relating to the role. These must be highlighted at the end of their personal statement. Candidates must have the right to work in the UK without sponsorship.

Whilst the role is open to all, we are particularly keen to attract candidates who are from backgrounds currently underrepresented in law and who have experienced some of the issues many of our client's face.

How to apply

To apply for the role, please email your CV with a detailed statement of no more than 1000 words to recruitment@nklc.org.uk demonstrating how you meet the Person Specification Criteria. Please include examples of your past experiences that you consider to be relevant to the Responsibilities section.

Closing date for applications

Applications will be reviewed, and interviews offered on a rolling basis until the position is filled. Shortlisted candidates will be initially contacted by email.

If you have any disabilities and require special arrangements for the interview process, please highlight this at the end of your statement.