

South West London Law Centres

Economic Justice Co-ordinator Job Pack

Post	Economic Justice Co-ordinator
Hours	35 hours per week
Contract	Fixed-term (June 2026 – June 2028)
Salary	£26,000 – £29,000
Location	Croydon office with flexible working arrangements

Dear Applicant

Re: Economic Justice Co-ordinator

Thank you for your interest in South West London Law Centres and the post of Economic Justice Co-ordinator.

South West London Law Centres supports people across south-west London to access justice and uphold their everyday rights. We provide specialist advice and representation in areas including housing, debt, benefits, immigration and employment.

The communities we support continue to face significant financial pressures, including rising living costs, insecure housing, debt, low income and barriers to accessing support. Our Economic Justice and Debt teams work directly with people experiencing these challenges, helping them to improve financial stability and access essential support.

This role is an important part of that work. The Economic Justice Co-ordinator will help ensure services run smoothly by supporting administration, data management, reporting, volunteer coordination and client support processes across the team.

We are looking for someone who is organised, proactive and committed to social justice. The role would suit someone who enjoys practical problem-solving, working collaboratively and helping services operate effectively behind the scenes.

Please find enclosed the job description and person specification. We look forward to receiving your application.

Yours faithfully,
Patrick Marples
Chief Executive

About the Role

We're looking for an organised and proactive Economic Justice Co-ordinator to support the day-to-day running of our Economic Justice and Debt teams.

You'll play a key role behind the scenes by helping ensure services run smoothly, data is accurate and clients are supported efficiently.

This is a varied role combining administration, reporting, project support and volunteer coordination, with opportunities to assist with practical client support tasks where appropriate.

Main Responsibilities

- Support the administration of the Economic Justice and Debt teams, including booking appointments and managing enquiries
- Follow up on outstanding actions, including chasing information and monitoring inactive cases
- Receive and process incoming post and ensure it is allocated correctly
- Build and maintain data reports, including data uploads and quality checks
- Support reporting requirements for funders and internal monitoring purposes
- Assist caseworkers with administrative and practical support tasks
- Help co-ordinate volunteers within the team
- Work collaboratively with colleagues across the Law Centre

Who You'll Support

You'll support teams delivering services across Croydon, Merton, Wandsworth, Sutton, Kingston and Richmond, helping ensure people facing financial hardship can access timely, high-quality advice.

What We Offer

- A supportive and collaborative working environment
- The opportunity to make a meaningful difference to people's lives
- Ongoing training and development opportunities
- Experience developing skills in data, reporting and project coordination
- Flexible working approaches and community engagement opportunities

Job Description

Project Administration

- Work with the reception team to ensure that all enquirers requiring money advice or Economic Justice support are booked into the appropriate service.
- Respond to correspondence left for the Economic Justice and Money Advice Team.
- Record client details onto the AdvicePro database, including appointment booking, document chasing and maintaining accurate records.
- Contact referrers regarding the outcome of referrals.
- Maintain Economic Justice signposting resources.
- Ensure enquiries are triaged thoroughly to identify whether other law centre services may be required.
- Record accurate data relating to food bank vouchers, fuel bank vouchers and Priority Services Register applications.
- Collect and record client feedback.

Caseworker Assistance

- Assist caseworkers with maintaining client records on the AdvicePro case management system.
- Support the co-ordination and reporting of statistical data.
- Scan and upload incoming post to relevant client files.
- Upload incoming WhatsApp messages and emails to relevant client records.
- Assist with collecting client documentation.
- Support clients with practical applications and forms including benefit applications, grant applications, food bank vouchers and related support, complete benefit and grant checks, submit emergency appeals and Mandatory Reconsiderations to ensure deadlines are not missed

Volunteer Training and Supervision

- Support and supervise volunteers within the Economic Justice Team.
- Assist with training volunteers to carry out practical casework tasks.
- Provide support to volunteers where required.
- Cover volunteer cases where urgent client support is required.
- Run training sessions for the volunteers and staff on admin, benefit, money and grant skills

Personal and Professional Development

- Participate in administration and wider Law Centre meetings as required.
- Undertake training identified by the Economic Justice Project Manager.

Equal Opportunities

- Have regard at all times to the Law Centre's Equal Opportunities Policy.

Other Duties

- Attend staff and team meetings as required.
- Undertake other duties reasonably compatible with the role.

Person Specification

Essential Criteria

- Strong organisational skills and the ability to manage competing priorities
- Good attention to detail, particularly when working with data and records
- Confidence using spreadsheets, databases and digital systems
- Ability to communicate clearly and professionally with colleagues, volunteers and clients
- Ability to work proactively and follow up on tasks independently
- Commitment to social justice and improving access to support
- Ability to work collaboratively within a team environment
- Good administrative and data management skills

Desirable Criteria

- Experience working within advice, legal, charity or community settings
- Experience using AdvicePro or similar case management systems
- Experience supporting volunteers or co-ordinating projects
- Knowledge of welfare benefits, debt advice or Economic Justice support
- Experience supporting reporting or funding monitoring requirements

Additional Information

- Some evening or occasional weekend work may be required
- Travel across South West London may occasionally be required
- Home visits are not typically required but may occasionally arise