

Job Description and Person Specification

Job Title: Administrator/Receptionist

Reports To: Reception and Administrator Team Manager

Purpose

To manage a busy reception area and provide an excellent administrative support to the Coventry team.

Responsibilities

- To provide an excellent client focused reception service
- To adhere to systems for the provision of administrative support for casework and for maintaining positive relationships with clients and external agencies
- To keep and maintain records or databases as requested
- To photocopy documents as required and to prepare court bundles
- To support the provision of an excellent standard of client care and to ensure that record keeping is kept up to date and files are maintained to a high standard
- Adhere to policies laid down by the Law Centre in relation to administration and file management and maintenance
- To manage ordering and storage of stationery and general office supplies
- To supervise and coordinate student volunteers
- Adopt a flexible, responsive and problem solving approach to the reception service, where service to the client is paramount to support colleagues within the employment team and the wider organisation
- Other general admin tasks as required by caseworkers and directed by Team Manager

General

- To demonstrate commitment to the aims, values, principles and policies of the Law Centre
- To abide by policies and procedures as set out in the Office Manual and Staff Handbook
- To attend staff meetings and external meetings and seminars when necessary
- To contribute towards the effective daily running of the Law Centre
- Any other task reasonably required within the context of this post

Person Specification

Essential

- A demonstrable commitment to social justice and the ability to work sympathetically and effectively with a wide variety of clients.
- Commitment to and understanding of the aims and objectives of the Law Centre.
- The ability to communicate effectively and sensitively
- An understanding of the importance of confidentiality
- A non-judgemental attitude
- Experience of using a case management systems and IT systems including Microsoft Word, Excel and Outlook
- Excellent oral and written communication skills
- Experience of maintain administrative and filing systems
- Excellent organisational skills, including the ability to prioritise multiple pending tasks and provide realistic timescales for completion, to ensure that key deadlines are met, and to work effectively when under time pressure
- The ability to learn quickly and develop new skills
- Ability to get on with people and be polite under pressure and to work co-operatively as part of a team
- Self-motivated, able to work independently and on own initiative and able to organise workload

Desirable

- Knowledge of the work of Central England Law Centre
- Experience of operating a telephone switchboard
- Experience of working with the public and in a busy and demanding environment
- Ability to solve problems – before and after they occur