



<b>Job Title:</b>	Legal Assistant
<b>Salary:</b>	£23,505 per annum pro rata
<b>Pension:</b>	Employer will match contribution up to 3%
<b>Hours:</b>	Up to 28 hours per week
<b>Responsible To:</b>	Housing Team Lead
<b>Contract term:</b>	Fixed term for 12 months, but may be extended depending on further funding for the post

Merseyside Law Centre delivers free specialist social welfare legal advice and assistance in Housing and Welfare Benefits. We provide services across the Liverpool City Region including Court based services. We provide all levels of advice up to and including appeals, representation in courts and tribunals and Judicial Review.

The need for our services has never been greater and we are committed to increasing our capacity to meet growing demand and achieve better outcomes for our clients at all stages of the legal advice process. This is an exciting opportunity for a candidate who shares our commitment to Access to Justice, to join our busy Law Centre.

### **Purpose of the role**

The main purpose of this role is to support the housing team in the delivery of legal advice and assistance, primarily through client-facing, administrative, and record-keeping support.

The Legal Assistant will be expected to take ownership of delegated tasks, ensure timely delivery of these, and to work collaboratively with the housing team, MLC colleagues, clients and other relevant stakeholders.

### **Key Responsibilities**

- To be the initial point of contact for housing clients and facilitate the efficient allocation of casework;
- To assist with legal and administrative tasks to support the efficient delivery of housing legal advice and assistance.

### **Main Duties**

1. To work from the Kuumba Imani and Dovecot offices and assist with incoming housing enquiries;
2. To handle all client phone and other enquiries, including initial enquiries, and manage appointments;
3. To assess clients' eligibility for services and public funding;
4. To carry out non-billable administrative tasks to support casework, such as preparing court bundles, photocopying and scanning;
5. To carry out delegated casework, as necessary;
6. To attend appropriate training courses in order to maintain and develop professional expertise and to satisfy regulatory requirements;
7. To be self-servicing, including typing, photocopying and maintaining accurate and up to date records including in the Centres' case management system (AdvicePro);
8. To keep updated with changes in the law within relevant legal areas, as necessary;
9. To prepare suitably for and attend regular supervision meetings to discuss job performance and personal career development;
10. To undertake any other tasks as may be identified and which are generally compatible with the functions for the post and to support the efficient operation of the Law Centre;
11. To adhere to all Law Centre policies, including the Equality and Diversity policy and MLC's Code of Practice.

## **Person Specification**

The successful applicant will be able to demonstrate the following skills, abilities and experience:

### **Essential Requirements:**

1. Strong interpersonal and team working skills, with a commitment to working within a team, communicating regularly with supervisors and colleagues;
2. An ability to deal with challenging and urgent enquiries efficiently, accurately and professionally;
3. A flexible approach and the ability to work under pressure, meet deadlines and adapt to changing priorities;
4. Excellent IT skills and experience of working with a range of IT applications including Word, Excel and Outlook;

5. Demonstrable organisational skills;
6. Evidence of administrative experience, including drafting documents;
7. Excellent written and verbal communication skills and the ability to engage successfully with a diverse client base;
8. A willingness and ability to travel out of the office as necessary to attend clients, meetings or training or in furtherance of the role;
9. An understanding of and commitment to client-focused service delivery and all Law Centre policies, including the Equality and Diversity Policy;
10. Commitment to equality, diversity and inclusion;
11. Commitment to the aims of Merseyside Law Centre;
12. An understanding of social welfare law and a commitment to access to justice.

**Desirable Requirements:**

1. Experience of working in a legal environment;
2. Experience of working within a Legal Aid Agency (LAA) contracted environment and/or experience of working in the not-for-profit legal advice sector;
3. Knowledge or experience of housing casework;
4. Knowledge or understanding of social welfare law;
5. Experience of using a case management system (Advice Pro or similar).