

Receptionist

£25,000 per annum – Full Time

POST:	Receptionist (5 days per week – consideration may be given to 4 days)
Salary:	£25,000 per annum/ pro rata (if working 4 days)
Reports to:	Director
Term:	Fixed term - 12 months with potential for extension
Hours:	Full Time 35 hours – 5 days per week
Working Hours:	9:30 am – 5:30 pm
Based at:	NKLC Baseline Studios office, W11 4AT

NKLCs Background

North Kensington Law Centre 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. We are soon reaching 55 years of providing legal services to the communities of RBKC and beyond and have established history and tradition of fighting for justice on behalf of people from disadvantaged and vulnerable communities.

Our current areas of work are in employment, housing, immigration, and welfare benefits. For immigration, we have an LAA contract, and we undertake some privately funded work for matters which are out of scope for Legal Aid.

Summary of Main Responsibilities:

We are seeking a highly organised candidate with strong interpersonal and administrative skills to be the first point of contact for our clients.

We are looking for someone who can work five days per week although there might be scope for a four-day week. Our reception team is extremely busy, triaging a very high

number of enquiries per month through various communication routes, as well as providing an in-person reception service in our office.

You will be working closely with our Triaging Coordinator and Office Administrator and will be leading a team of volunteers who will assist in day-to-day tasks. As the first point of contact for our clients, you will be professional, calm and compassionate as well as highly efficient.

This is a vital role in a fast-paced legal environment which would suit someone who enjoys challenging administrative duties in a fast-paced and challenging environment. While some experience within an office or customer service environment is desirable, full training will be provided. The candidate is expected to lead and manage the reception department, ensuring there is always sufficient cover within office opening times. The Receptionist will work alongside the NKLC team of caseworkers to ensure the smooth running of our services.

The final closing date for applications for this role is 5pm on Friday 23rd May 2025, however, we will be evaluating applications as we receive them and so you are advised to submit your application as soon as possible. If you would like to have a brief informal chat to discuss the role, please contact us at recruitment@nklc.org.uk.

Please apply by submitting your CV and a covering letter of no more than two A4 sheets, outlining why you would like to be considered for this role.

Please note that CVs without covering letters will not be considered.