* **Job Title:** Law Centre Administrator/Receptionist (Job share considered)
* **Location:** Airdrie Citizens Advice Bureau
* **Hours per week:** 35 hours per week
* **Type of contract:** Permanent, subject to funding
* **Salary:** £20,000 - £22,000 FTE (experience dependant)
* **Closing Date:** 12/08/2022
* **Interviews:** TBC

**Role purpose**

To provide administrative support to NLCLS Law Centre solicitors and to co-ordinate the service ensuring the efficient operation of NLCLS Law Centre and reception services.

**Employee benefits**

Airdrie Citizens Advice Bureau offers excellent terms and conditions and is an inclusive employer considering flexible working arrangements where appropriate. For more details of some of the other benefits on offer to our employees, please contact us for more information.

**How to apply**

For further details and information on how to apply, please contact evelyn.anderson@airdriecab.casonline.org.uk.

**Equality & diversity monitoring**

To help Airdrie Citizens Advice Bureau monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form separate from your other application documents by emailing it to: andrew.potts@airdriecab.casonline.org.uk

**Job Description**

**Key Responsibilities**

* Provide administrative support to the CLS Law Centre solicitors
* Provide reception service and arrange and manage appointment system
* Liaise with clients, other agencies and law firms etc. on behalf of Law Centre solicitors
* Keep all records confidential, safe and accessible for future retrieval
* Maintaining physical and electronic filing systems
* Audio-typing
* Photocopying, scanning and other administrative functions
* Liaise with Bureau and CAS IT Support regarding any technical issues
* Lodging and retrieving documents from Court
* Compiling, maintaining and creating databases and spreadsheets for both statistical and administrative purposes
* Entering data into SLAB Reporting Database or similar monitoring tools
* Maintain supplies and order stationery/equipment for Law Centre
* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service and the organisation
* At all times, demonstrate commitment to the aims and policies of the CAB service
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues

**Social Policy**

* Assist with social policy work by providing information to drive change and highlight inequalities
* Monitor service provision to ensure that it reaches the widest possible client group
* Alert other staff to local and national issues

**Professional Development**

* Keep up to date with legislation, case law, policies and procedures relating to welfare law and undertake appropriate training internally and externally
* Advocate the Citizens Advice Bureau at all times
* Prepare for and attend supervision sessions/staff meetings/working group meetings as appropriate
* Assist with project initiatives for the improvement of services

# Person specification

**Knowledge, skills and experience**

**Essential**

* Minimum standard grade Maths and English
* Experienced in Microsoft Office Packages including Word, Excel and Outlook
* Excellent communication skills - able to communicate ideas in writing and orally
* Excellent organisational skills
* Ability to work to tight deadlines and respond quickly to new demands
* Ability to work as part of a team, good communicator
* An innovator who likes the challenge of developing and implementing new approaches
* Commitment to quality customer care
* Willing to be flexible and adaptable in meeting the needs of the service
* Able to work on own initiative
* Ability to operate as a team player and communicate effectively with colleagues and managers

**Desirable**

* Minimum 2 years work experience in office systems and procedures.
* Experienced in Audio Typing
* Relevant ICT qualification
* Evidence of vocational training/qualification
* Experience of working in the legal sector
* Experience of digital audio dictation system
* Awareness of the social needs of local communities and services provided by the voluntary sector

Experience of implementing equal opportunities policies and practices.

**Additional requirements**

* Occasionally undertaking work out of hours

**The Airdrie** **Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**

**Airdrie Citizens Advice Bureau** - **Charity number: SC012238**