



Job Title: Administrative Officer

Contract: Fixed Term Contract
(One Year – with potential to extend subject to funding)

Full Time (37 hours per week)

Line Manager: Practice Manager

Salary: £19,000 per annum

Summary of Main Responsibilities:

To work alongside the Practice Manager to ensure operational efficiency of Suffolk Law Centre (SLC). The role will involve a variety of HR, IT, Legal Aid Contract administration and billing.

Job Description:

Main Duties and Responsibilities:

1. After initial and ongoing in-house training, to provide office-based administrative support to the Practice Manager. Tasks to include:
2. Case Management System:
 - a. Organise, maintain and update data held;
 - b. Running regular reports to ensure quality compliance;
 - c. To produce reports on statistical and qualitative evaluation;
 - d. Reporting Key Dates;
 - e. Admin control to include setting up new users and customisation;
3. Administrative support with Legal Aid Contract compliance, billing and audits:
 - a. To promote quality assurance framework and assist with compliance as per the Specialist Quality Mark (SQM) standard;
 - b. Assisting the Practice Manager with all responsibilities as listed within the SQM Manual;
 - c. Ensuring file review systems are in place, carried out in a timely manner and correct records maintained to include maintaining a central register of File Reviews;
 - d. Assisting with all aspects of the Legal Aid Civil Contract, reporting cases and assisting with income generation;
 - e. Assisting with preparing files for billing and preparing the monthly Legal Help billing to the Legal Aid Agency (LAA) via the CWA system;
4. IT and Technology:
 - a. To act as a point of contact for any IT problems;
 - b. To supply in house IT training where needed;

- c. To work with the Practice Manager on implementation of the IT Cloud upgrade and new systems;
5. Policies and procedures:
 - a. Assisting with the review of policies and procedures in line with the organisational aims and objectives;
 - b. Ensuring that staff and volunteers are aware of the procedural requirements;
 - c. Maintaining a central register of policy reviews;
6. HR and Personnel:
 - a. Dealing with recruitment such as preparing job adverts, advertising vacancies and dealing with applications received;
 - b. Dealing with any new starters such as DBS applications, ID checks, reference requests, preparing contract and induction information;
 - c. Maintaining a central record of staff appraisals and supervisions;
 - d. Promote staff development and training across the organisation;
 - e. Assisting with the preparation of the quarterly HR reporting;
 - f. Maintaining HR records such as annual leave and sickness records;
 - g. Updating and maintaining the Staff Handbook;
 - h. Coordinating and minuting the Staff Meetings;
7. Data Protection and Compliance:
 - a. To deal with registration with the ICO and maintaining our records;
 - b. Recording any suspected data security incidents or confirmed breaches;
8. Governance:
 - a. Taking minutes at the Board and Sub-Committee Meetings;
 - b. Providing support to the Trustees and Observers of the Board;
 - c. Preparing agendas, minutes and papers for the Board and Sub-Committee Meetings;
 - d. Dealing with all Trustee appointments, resignations and changes to report to Companies House and the Charity Commission;
 - e. Organising the Annual General Meeting;
9. Office management:
 - a. Manage the general condition of the office;
 - b. Arrange for necessary and regular testing for electrical equipment and safety devices;
 - c. Maintaining office supplies and ordering stationery;
 - d. Liaising with the landlord with regards to repairs and the lease;
 - e. Dealing with insurance renewals;
 - f. To deal with Health and Safety matters relating to staff and the offices;
10. Dealing with all volunteering enquiries and records;
11. Dealing with external memberships and renewals;
12. To promote and provide information about the work of SLC.
13. Assisting with external events, presentations and training delivery;
14. Accurately record full details of all telephone and other communication and further action recommended, according to SLC procedures;
15. Provide general support to the running of SLC, including organising and attending meetings and events such as the Annual General Meeting and other county or regional based groups;
16. Actively participate in team meetings, briefings and training events;
17. Contribute to the development of learning materials or other resources;

18. Take responsibility for developing your own and other professional knowledge and skills;
19. Maintain the standard of professional service in line with relevant policies and procedures;
20. Undertake any other related duties as may reasonably be required.

Special Conditions to Note:

1. The hours of work are flexible to meet the demands of the job, and may require some evening or weekend working, for which time off will be given;
2. This job description may be subject to change in consultation with the post holder;
3. The post holder works toward SLC's commitment to Equality and Human Rights.

Person Specification:

Essential Skills and Attributes:

Whilst the post is open to all, **we are particularly keen to attract candidates who are from backgrounds currently underrepresented in the law**, and who may have experience of some of the issues faced by our clients.

- Excellent administrative and organisational skills;
- Demonstrate the ability to follow instructions accurately, the ability to absorb large amounts of complex information and attention to detail;
- Demonstrate the ability to write letters/reports;
- Demonstrate strong verbal communication skills;
- Demonstrate the ability to work on own initiative as well as part of a team, to follow and adhere to management guidance structures in line with SLC professional employment standards, policies and procedures;
- Show excellent office IT skills to include use of up-to-date technology such as Microsoft Word, Excel, Sharepoint, Teams and Zoom etc.;
- Experience of managing demanding time scales and competing priorities in a pressurised environment;
- Demonstrate the ability to problem solve and deal with stressful situations;
- Demonstrate the understanding for respect for confidential information;
- Demonstrate an ability to empathise with clients.

Desirable Skills and Attributes:

- Previous experience working or volunteering at a charity or advice giving organisation;
- Previous experience working within the legal environment;
- Previous HR experience;
- Has the experience to demonstrate that, after initial training will work independently with minimum supervision;
- Some knowledge of the workings of the public, private and voluntary organisations;
- Experience of the Legal Aid Agency Contract requirements.