



Job Title: Housing Legal Aid Administrator

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

0.6 FTE (22.2 hours per week)

Line Manager: Housing Legal Aid Supervisor

Salary: £19,000 FTE

Summary of Main Responsibilities:

To provide administrative support to our Housing Team who provide a Housing Legal Advice Service across Suffolk as part of our Legal Aid Civil Contract. To support the Housing Team with administrative tasks such as preparing files for billing, printing, filing and keeping our case management system up to date. The role will include liaising with clients and third parties about our work.

Ideally, we would like someone who has knowledge of Legal Aid work and quality marks such as the Specialist Quality Mark. However, as part of Suffolk Law Centre's 'Grow Your Own' strategy, we are keen to provide the training and experience necessary for this role.

Job Description:

Main Duties and Responsibilities:

1. After initial and ongoing in-house training and with some supervision, tasks to include organising information, recording Key Dates, administrative support in delivering the Housing Legal Aid Contract and Housing Possession Court Duty Scheme, and to prepare Legal Aid files for billing and audits;
2. To triage incoming referrals for the Housing Team, record client data and manage caseworker diaries for new appointments;
3. Liaise with third parties on behalf of caseworkers such as other advice agencies, Court Clerks, Barristers' Chambers and medical experts;
4. To signpost and refer clients to other Suffolk Law Centre (SLC) legal advice services and/or to external advice agencies where required;
5. To provide office-based administrative support to the Housing Team, including:
 - a. To act as a point of contact for the Housing Team;
 - b. To assist in maintaining client files to the Specialist Quality Mark (SQM) standard;
 - c. To produce marketing and publicity material;
 - d. To produce reports on statistical and qualitative evaluation;

- e. To promote and provide information about the work of the Housing Team at SLC.
- 6. To input, update and maintain data held on the Case Management System, including to document advice and casework;
- 7. Assisting with external events, presentations and training delivery;
- 8. Accurately record full details of all telephone and other communication and further action recommended, according to SLC procedures;
- 9. Liaising with external organisations and dealing with referrals in to SLC;
- 10. 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;
- 11. Actively participate in team meetings, briefings and training events;
- 12. Contribute to the development of learning materials or other resources;
- 13. Take responsibility for developing your own and other professional knowledge and skills;
- 14. Maintain the standard of professional service in line with relevant policies and procedures;
- 15. 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 rarely require some evening 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;
- 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.