Dear Applicant

Re Branch Administrator Croydon

Thank you for your interest in this post.

I am pleased to enclose:

1. Job Description and Person Specification for Branch Administrator Croydon
2. Guidelines for Applicants
3. Organisation Summary

You can download the application form from our website.

The closing date for receipt of applications is Monday 28th May 2018 9pm. Applications should be sent by email to recruitment@swllc.org.

Yours faithfully

Patrick Marples CEO
South West London Law Centres
SOUTH WEST LONDON LAW CENTRES  
*Legal Action for Local Communities*

**JOB ADVERT – Branch Administrator Croydon**

South West London Law Centres (SWLLC), one of the largest and most progressive Law Centres in the country, is seeking a new branch administrator to work in our Croydon Office.

We are looking for a dynamic and resourceful person to help run the Croydon Branch office along with the casework team leader. You will have strong inter personnel skills to deal with the front of house and a strong administrative background to ensure a smooth running of the office and to support the caseworkers.

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**Salary:** from £20,021 up to £24,879, p.a (NJC Scale 23 including Inner London) depending on experience

**Reports to:** Client Services Manager

**Term:** Permanent

**Based at:** Croydon. Travel may be required to our other offices

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The closing date for the post 9pm on Monday 28th May 2018 with interviews soon after. The post is available for an immediate start. If you would like to discuss the post further, please email recruitment@swllc.org. Applications should be made on our application form available from our web site at [http://www.swllc.org/Vacancies.php](http://www.swllc.org/Vacancies.php)
SOUTH WEST LONDON LAW CENTRES (SWLLC)
Legal Action for Local Communities

JOB DESCRIPTION

POST: Branch Administrator

Salary: £20,021 per annum including London weighting rising by increments to £24,879 inclusive of London weighting

Reports to: Branch Administrator Team Leader and Client Services Manager

Line Manages: Volunteers within the branch

Functional Links: Team Leaders, Caseworkers and Senior Management Team

Term: Permanent.

Hours: 37.5 per week – generally 9.30am to 5.30pm

Based at: Croydon

Travel to our other SW London offices as required.

Context of the Post

As branch administrator, you will provide a professional and comprehensive support to solicitors and caseworkers and reception services to clients and visitors of the Law Centre, including supervising a team of volunteers on a day-to-day basis. You will play a vital role in promoting a positive image for the organisation and ensuring clients and visitors receive a high level of customer service. You will also undertake a range of administrative tasks as identified by the Branch Administrator Team Leader.

Duties and Responsibilities

1. Office Administration

   a) To take overall responsibility for reception duties including answering the main line telephone, dealing with voicemails and greeting personal callers.
   
   b) To liaise and share information with caseworkers in your branch and other Branch Administrators and Admin staff
   
   c) To take responsibility for handling incoming and outgoing mail, DX and faxes in line with organisational procedures
   
   d) To resolve simple IT problems and liaise with the Senior Management Team to resolve more complex IT problems
e) To maintain the office filing system including archiving of closed files
f) To supervise and train reception volunteers, using materials and the framework provided by SWLLC.
g) To order stationery and supplies and liaise with premises and equipment suppliers in accordance with Law Centre Guidance.

2. Casework support

h) Act as a point of co-ordination for developing and maintaining standard letters and documents.
i) Assist caseworkers with the maintenance of client file records, both in paper form and on the case management system.
j) Co-ordinate the co-ordination and reporting of statistical data as required by the law centre management.
k) Gather information from and provide information to clients, on the telephone and in person, when requested by the caseworkers.
l) Complete standard forms and documents under the supervision of the caseworkers and occasionally issue documents at court.
m) Assist in the collection of financial and other documents from clients to support the funding and development of their case.
n) To provide assistance to caseworkers with photocopying or other ad hoc administrative duties if required.

3. Personal and professional development

o) To collate and exchange examples of good practice to share across SWLLC to promote consistently high standards.
p) To be an active member of the administration team and take part in administration and other Law Centre meetings as required
q) To undertake training and development activities to ensure a high-quality service is delivered, as agreed with the Branch Admin Team Leader/Senior Management Team.
r) To actively participate in supervision and appraisal and team activities to promote high standards and continuous development.

4. Equal opportunities

s) To have regard at all times in the planning and execution of duties to the law centre’s equal opportunities policy.
5. Other

t) To attend SWLLC staff meetings as required.
u) To undertake other duties which are generally compatible with the functions of the post as designated by the Branch Admin Team Leader/Senior Management Team.
v) To comply with SWLLC policies and procedures, particularly those relating to health and safety, confidentiality and security, as set out in the Office Manual.
SOUTH WEST LONDON LAW CENTRES (SWLLC)
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PERSON SPECIFICATION

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Essential

1. GCSE or equivalent at Grade C or above in English and Mathematics.
2. Ability to communicate clearly in writing, in person and on the telephone.
3. Ability to work well as part of a team and form effective working relationships with others.
4. Ability to supervise volunteers in basic office procedures including reception and telephone duties.
5. Good IT skills and, in particular, confident with Microsoft Office (Word, Excel and Access) and databases.
6. Excellent organisational skills, including maintaining paper and electronic filing systems.
7. Supportive of the objectives of SWLLC, including a commitment to equal opportunities.
8. Ability to work well under pressure and prioritise effectively when there are competing demands on time.
9. Ability to work on your own initiative.
10. Ability to maintain confidentiality.
Desirable

1. Good knowledge of the services SWLLC provides.
2. Experience of supervising volunteers.
3. Experience of working in a legal environment.
4. Experience of audio typing
ORGANISATION SUMMARY AND OBJECTIVES OF THE POST

SWLLC is a community based legal practice and a registered charity. Our history dates back to 1974 when the first Law Centres in Wandsworth were created. We became SWLLC in 2004 through the merger of a number of Law Centres in South West London.

We now work across six South West London boroughs (Croydon, Merton, Kingston, Richmond, Sutton and Croydon) helping people to understand and enforce their legal rights. In doing so, we address the root causes of social injustice – poverty, family breakdown, unemployment and exploitation. SWLLC provides full legal casework, representation and advice in the following areas of social welfare law – Community Care, Debt, Employment, Housing, Immigration & Asylum and in a limited way in Welfare Rights. We represent clients in all courts and tribunals. In 2015/16 we worked upon 2,361 cases. We also provide the housing duty solicitor schemes at Croydon, Kingston and Croydon County Courts giving emergency representation in possession hearings for rent and owned homes and at the warrant stage for evictions. In 2015/16, we represented 1702 people in court.

SWLLC has a long history of using volunteers since 1977 and our first pro bono clinic started in 1982 in conjunction with a local Citizens Advice Bureau. In 1986 the first clinic run by an individual firm started with Simmons & Simmons. SWLLC delivers 13 - 14 pro bono clinics each week to provide initial advice on legal problems concerned with Crime, Criminal Injury, Consumer, Employment, Family, General Litigation, Housing, Immigration, Inquests, Motoring Offences, Personal Injury, Small Claims and Wills & Probate. The overarching aim is to empower clients by encouraging them to take steps to resolve their problems themselves but advisers may also carry out a limited amount of follow-up work such as drafting documents or writing letters on clients’ behalf. The work is important because addressing legal problems in their early stages can prevent them from escalating into bigger, more complex problems. In 2015/16, 4,349 people were assisted. We estimate in any one year over 400 volunteer lawyers will help with our clinics. There are 16 firms involved with the clinics as well as individual solicitors.

SWLLC also delivers a significant volunteer programme, supporting our administrative and reception functions, assisting our caseworkers, and providing debt advice to our clients. In 2015/16 over, 150 volunteers helped with legal work or by providing invaluable back-up and support.
Context of the Post

We are looking for a candidate to replace the existing branch administrator who is leaving to take up a role elsewhere.

We are looking for a dynamic and resourceful person to help run the Croydon Branch office along with the casework team leaders and the Senior Management Team. You will have strong inter personnel skills as well as a strong administrative background. You will be part of a team of 3 branch administrators working across our offices reporting to the Branch Administration Team Leader – Client Services Manager. You will be responsible for front of house in Croydon office dealing with the numerous enquiries and referrals we get as well as administratively assisting the caseworkers in that office and ensuring that the administrative side of the office is run properly. It would be helpful but not essential to be able to copy type or process audio- digital dictation.

You may be required to work from our other offices.

Our Croydon office is based a short walk away from East and West Croydon Stations.
GUIDANCE FOR APPLICANTS

Please read these notes carefully before filling in your application form, as the decision to shortlist for interview will be based solely on the information provided on the application form.

General Guidelines

1. Give only information, which is relevant to the post.

2. Complete all sections of the form. You will need to do this in order to be fairly compared to other candidates. All information given is treated as confidential.

3. Complete a rough draft first. This avoids mistakes and untidiness and enables you to organise and review the information you put on the form.

4. Get feedback from other people and make sure you give examples, which demonstrate your ability to do the job.

5. Complete the form in type, word processor, black ballpoint or ink.

Selection Criteria – The Person Specification

The skills, experience and qualification described in the Person Specification are the criteria against which you will be assessed and short-listed. Make sure you have covered each section of the Person Specification in your application form.

Employment

When completing this section include relevant part time work or work taken on a voluntary basis. Outlining your previous work experiences or other responsibilities may help you to uncover relevant skills, which are clear signs of your ability to do the job.
Further Information

In section four of the application form you should try to show how you are able to do the job. Rather than simply repeating your career history, look at the skills and experience required for the job and provide evidence that you possess them. Concentrate on the things you know and what you can do rather than on what other people in your group or workplace can do.

References

Where possible at least one of your referees should be a previous employer; either you’re present or most recent employer. If you have not previously been employed, or have not worked for some time, give the name of someone who knows you sufficiently well to confirm the information given and who can comment on your ability to do the job. (You must not provide a relative or partner’s name as a referee).

Monitoring Information

This section is included in order to monitor the effectiveness of SWLLC’s Equal Opportunities Policy, which aims to ensure that all applicants are treated fairly. All information is treated in confidence and used only for statistical monitoring.

The monitoring section of the application form is not used as part of the selection process. Consequently, if for example you have a disability, and this is an item in the person specification, do also mention it in the main part of your application form.

Finally – take a copy of the form and keep it to remind yourself of what you have said if you are called for an interview. Good Luck!