

Volunteer: Administration Team

This volunteer placement provides an excellent opportunity for those interested in gaining general office experience and developing administrative skills. You will work primarily with the Office Manager and other volunteers assisting in the daily management of the Islington Law Centre (ILC).

Tasks:

The specific nature of your work will be discussed further with your supervisor (who will normally be the Office Manager); however, in general, you can expect to perform the following tasks:

- Assisting with incoming and outgoing mail and DX
- Photocopying and filing
- Archiving legal files
- Opening and closing legal matters using our case management software
- Checking files for key information
- Keeping the offices well-stocked with stationery
- Ensuring that the building and equipment are working well and that any problems are dealt with
- Assisting with the monitoring of use of our services
- Using MS Office word processing and database applications
- Typing general information and external letters, under supervision
- Assisting with other routine admin tasks as necessary
- May also include bringing documents to court and providing admin assistance to caseworkers at County Court

General Requirements:

- A minimum commitment of two days per week for three months
- High degree of professionalism
- Sensitivity towards clients and their needs

Islington Law Centre® serves the community by providing free independent legal advice and representation including specialist help in Consumer, Debt, Education, Employment, Housing, Immigration & Welfare Benefits Law

Islington Law Centre® is contracted with the Legal Aid Agency and is part funded by Islington Council

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Registered office: 38 Devonian Road, London, N1 8JH. VAT registration no. 330 6539 72

Person Specification:

| Skill/Experience | | Essential | Desirable |
|------------------|--|-----------|-----------|
| 1 | Previous office and administrative experience | | ■ |
| 2 | High standard of customer service skills and a professional approach towards providing reception and telephone service if asked to do so. | ■ | |
| 3 | Computer literacy, preferably using MS Office applications, particularly Word and Access (we currently use Office 2010). Ability to learn and improve existing computer skills where necessary | | ■ |
| 4 | Confident manner and good communication skills. Ability to communicate with clients, other professionals and organisations competently | ■ | |
| 5 | Clear legible handwriting. Ability to understand and speak English clearly | ■ | |
| 6 | Ability to deal with clients in a professional manner and manage stressful situations appropriately | ■ | |
| 7 | Commitment to the aims of the Law Centre and to the Law Centre's client group - many of whom are on low income and from a variety of ethnic backgrounds | ■ | |
| 8 | Understanding of the importance of maintaining client confidentiality and willingness to sign confidentiality agreement | ■ | |
| 9 | Practical approach towards ensuring our Equal Opportunities Policy is continually applied in all areas of your work | ■ | |
| 10 | A non-judgemental approach | ■ | |