

ISLINGTON LAW CENTRE (ILC)

- JOB DESCRIPTION -

DESIGNATION:	Receptionist/Administration Assistant
HOURS:	10.5 per week (core hours Mondays, Tuesdays, Wednesdays 7.00-9.00pm).
SALARY SCALE:	£7,720 actual (£25,735 pro rata)
TERM:	Permanent
RESPONSIBLE TO:	Evening Clinic Supervisor(s)

JOB PURPOSE

To operate the reception area, administer appointments and liaise with clients, update information and monitoring resources, and support the Clinic Supervisors with administrative tasks to ensure the effective running of the Evening Advice Clinic.

PRINCIPAL TASKS AND RESPONSIBILITIES

- Welcome clients into the Law Centre and explain the service, appointment systems and procedures.
- Process client information collected at reception and input onto database. This includes administration around client case files (either physical or electronic), as directed by the Clinic Supervisors.
- Answer the telephone and refer calls or take messages.
- Provide information about the Evening Clinic and other services to clients from a diverse range of backgrounds and cultures.
- Maintain and update information systems.
- Update the information available in the database and other publicity as appropriate.
- To handle personal callers and to ensure that reception duties are undertaken in line with the Law Centres policies and procedures.
- To assist with the induction and support of volunteer lawyers to the reception service
- Ensure premises, equipment and supplies are well maintained and issues reported to the Office Manager.
- To maintain files so that records and documents are well-organised, legible and complete.
- Maintain online and other electronic appointment diaries.
- Liaise with the partner firms in respect of the appointments and the preparation of the appointment sheets.

Other duties

- Undergo relevant training as identified with line manager
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Any other relevant admin and support duties required to ensure the smooth running of the Law Centre.
- Demonstrate a commitment to the aims and policies of the Law Centre.
- An understanding of and commitment to the Aims and Principles of the Law Centre including the service's equality and diversity policies.
- To work within Services policies and procedures.
- To attend support and supervision and appraisal meetings.
- To undertake any other duties that are compatible with the functions of the post.

**ISLINGTON LAW CENTRE
RECEPTIONIST/ADMINISTRATION ASSISTANT
PERSON SPECIFICATION**

	Essential Requirements
1.	Experience of providing reception services or similar (or demonstrable ability to do so).
2.	Proven ability to follow guidelines and procedural manuals.
3.	Excellent verbal communication skills including telephone skills.
4.	Good numeracy and literacy skills.
5.	Ability to access relevant signposting information including electronic and written materials.
6.	Good IT skills, including MS word, email and the internet.
7.	Friendliness, approachability, and strong customer care skills.
8.	Awareness of the potential needs of, and demands placed on, vulnerable adults.
9.	Ability to manage time effectively.
10.	An understanding of and commitment to the Aims and Principles of Islington Law Centre including the service's Equal Opportunities policies.