

Administrator

Recruitment Pack 2023

Contents

[Introduction 2](#_Toc9331394)

[About Luton Law Centre 3](#_Toc9331395)

[Background to the Role 4](#_Toc9331396)

[Administrator Job Description 5](#_Toc9331397)

[Person Specification 7](#_Toc9331398)

[How to Apply 8](#_Toc9331399)

[Application Form for post of Administrator 9](#_Toc9331400)

[Recruitment Monitoring Form 14](#_Toc9331401)

# Introduction

Thank you for your interest in the post of Administrator with Luton Law Centre.

Luton Law Centre was formed in 1989. We are a member of the Law Centres Network, and a [not-for-profit](https://en.wikipedia.org/wiki/Not-for-profit) [legal practice](https://en.wikipedia.org/wiki/Legal_practice), a company limited by guarantee and a registered charity. We are independent, and the work of the Centre is governed by an elected Board of Trustees.

The Law Centre movement has been active in the UK since the 1970s. As a movement, we specialise in the areas of civil law most relevant to disadvantaged communities and offer specialist legal advice, casework and representation in these areas of law. Our role is to assist people who cannot afford a lawyer and increase the delivery of legal aid and areas of law to the most vulnerable people. Although the extent and scope of legal aid has decreased in recent years, Luton Law Centre remains a key resource in our community.

As Luton’s specialist Legal Advice Agency, we give professional, confidential legal advice and assistance.

We offer three areas of law, Housing, Community Care, and Immigration and Asylum and have 7 solicitors and caseworkers with well over 75 years’ experience between them.

For each area of law, we offer a free advice line twice a week. Anyone can phone us at these times to get immediate and free legal advice about housing issues, getting the right care and support at home, or about immigration and asylum.

We offer detailed casework and representation for clients who are eligible for legal aid in Housing, Community Care, Immigration and Asylum.

We provide the Duty Scheme in the County Court for people who do not already have a solicitor and face losing their home through county court possession proceedings.

We are actively seeking a committed and enthusiastic Administrator to join our team as we move into the next stage of our development.

We look forward to your application.

Pauline Gilson

Centre Director

Luton Law Centre

# About Luton Law Centre

## What We Believe

We believe that Luton Law Centre is a valuable local resource and that society is stronger when everyone has access to justice, regardless of their means.

We use our legal expertise to stand up for the rights of disadvantaged people.

## Our Objectives

The Objects of the Charity are

1. to relieve poor persons resident or working in a designated area by providing such persons with legal advice, assistance, representations and services which they could not otherwise obtain because of lack of means.
2. to advance the education of qualifying persons in relation to the law and legal issues and to make the law known and accessible to them.
3. to advance any charitable purposes beneficial to the qualifying persons and their community.

## What We Do

We focus on providing legal services to people who may be marginalised in society, or who are experiencing discrimination.

Our clients are from a wide variety of ethnic minority community groups.

Most of our clients are disadvantaged.

Our aim is to discover the underlying cause of problems and take a holistic approach to solving those problems for both the client and the community.

We can’t solve all the problems through legal work, so we maintain a high level of awareness of the services available in the area and refer our clients to those services where appropriate for other specialist support.

We are staffed by 7 solicitors and caseworkers (3 full-time, 4 part-time) a full-time administrator and a full-time Centre Director. The areas of Law that we cover are:

* Housing
* Community Care
* Immigration and Asylum

We offer a free advice line in each area twice a week and provide detailed casework and representation for clients.

In 2022-23 we dealt with 1258 enquiries and 299 cases across these areas of law.

Luton Law Centre is funded by grants, Legal Aid Agency contracts, and charitable donations.

# Background to the Role

We are seeking an **Administrator** to join our small, friendly, team.

Applicants should have some previous administration experience.

The postholder will be responsible for the smooth running of the office, undertaking general administration, supporting solicitors and caseworkers, and the Centre Director. You will also be responsible for contract administration including with the LAA.

We are not necessarily seeking someone who has experience of complete range of tasks required and will provide training to the right person to enable them to grow into the role.

## Time Commitment

We are seeking a candidate who can offer 30 to 35 hours per week. We are open to a job share and/or a certain degree of flexibility. Additional hours may be required when necessary. No overtime is payable but time off in lieu may be agreed.

## Location

The postholder will be required to work at Community House, 15 New Bedford Road, Luton LU1 1SA.

## Remuneration

The full-time salary is £19,300 - £22,500 depending on experience and qualifications.

## Term

The position is permanent.

## Closing Date

Closing date for applications, 12 noon, Thursday, 7 September.

## Interview Date

w/c Monday 11 September.

# Administrator Job Description

## Purpose and Role

|  |  |
| --- | --- |
| Job Title: | Administrator  |
| Reports to | You are accountable to the Centre Director and the Senior Solicitor.  |
| Manages | Volunteers |
| General Administration | * With other staff you are required to maintain a legal service in social welfare law suited to the needs of the people of Luton.
* Acting as first point of contact for the team, dealing with incoming calls and generic emails, responding or forwarding as appropriate, relaying accurate messages, signposting enquirers.
* Ensuring incoming and outgoing post and deliveries are dealt with appropriately, collation of enclosures and despatch.
* Managing and implementing electronic and paper filing systems, including archiving.
* Maintain office efficiency by planning and implementing office operations and procedures, purchasing and maintaining adequate office supplies.
* Producing and maintaining supplies of internal forms and documents
* General administrative duties as required (i.e. printing scanning etc.);
* Deal with company building management needs e.g. flagging maintenance issues
* Assigning and monitoring clerical functions to volunteers where appropriate
* Using all available business support functions to get the job done
* Implementing the Law Centre’s Equality and Diversity Policy both internally and in the delivery of services to the public
* Working to the Quality Standard, by using the procedures set out in the Law Centre’s Office Manual
 |
| Supporting Caseworkers | * Working as support to fee-earning team
* Drafting reports, notes and correspondence as required, proof-reading documents
* Diarising and actioning chases to ensure work is properly managed
* Assisting with the preparation of professional document bundles
* Communicating with clients – requesting and collating documentation for caseworkers
* Opening and closing client case files
* Entering client and case data into AdvicePro, taking responsibility for overall data integrity, updating databases and records.
* Creating accurate and timely monthly submissions to the Legal Aid Agency.
* Organise rotas, as required
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| Supporting Senior Management Team  | * Organising and supporting business meetings and conference calls, staff team meetings and events.
* Collating regular and ad-hoc reports including analysis and presentation of data.
* Taking minutes of meetings, drafting agenda and/or action points
* Taking responsibility for filing and indexing of contracts and other legal/financial/corporate documents
* Acting as Executive Assistant to the SMT when needed
 |
| Location | The job is based at Luton Law Centre, 15 New Bedford Road, Luton, LU1 1SA |
| Hours of work | The jobholder will work a 35-hour week. Additional hours may be required when necessary. No overtime is payable but time off in lieu may be agreed.  |

# Person Specification

## Essential Criteria

* Previous administration experience in a small business or multi-tasking environment
* Excellent organisational skills to ensure an orderly office
* Excellent customer service with the ability to deal with clients of all levels
* Fantastic attention to detail
* Ability to work under pressure and manage complex workload
* Superb written and verbal communication, including spelling and grammar
* Good level of numeracy
* Strong MS Office skills, with an excellent command of Excel and Word, or intermediate level with willingness to explore and learn
* Commercial acumen – able to work to deadlines and targets

## Desirable Criteria

* Previous experience in legal administration
* Experience of Legal Aid billing and the Legal Aid System
* Experience in recruiting and managing volunteers
* Ability to trouble-shoot routine IT issues

## Personal Style, Skills and Qualities

* Demonstrates drive and determination
* Demonstrates integrity, honesty and flexibility
* Demonstrates active listening skills and is open to the views of others
* Pro-active and positive approach to improving operational efficiency
* Analytically minded, methodical thinker and thorough with work
* Ability to acquire speedily and thoroughly new information and skills and apply them in the office environment
* Commitment to equal opportunities and civil liberties
* Commitment to contributing to, and appreciation of, Luton Law Centre’s Equality and Diversity Policies.

# How to Apply

Please apply using the application form. Please do not send your CV.

You should refer to the documentation in filling out the application form and show how you meet the person specification and can demonstrate the skills that we are seeking.

### Ways to Complete the Forms

1. You can download a Word Version of the required forms at <http://www.lutonlawcentre.org.uk/vacancies/> or request the forms from the office on 01582 482000.
2. You can also download or request the forms and fill in by hand.

### Send Your Application.

Please send your completed application form to: pgilson@lutonlawcentre.org.uk by 12 noon, Thursday 7 September.

You can also send by post to arrive by Thursday 7 September to:

Pauline Gilson

Luton Law Centre

Community House

15 New Bedford Road

Luton LU1 1SA

Please do not hesitate to call with any questions you may have. You may speak to the Centre Director or the Senior Solicitor on 01582 482000.

# Application Form for post of Administrator

|  |  |
| --- | --- |
| **A** | **Personal Details** |
| Name |  |
| Address |  |
| Postcode |  |
| Email |  |
| Daytime telephone |  | Evening telephone |  |
| May we contact you during the day? | YES | NO |

|  |  |
| --- | --- |
| **B** | **Eligibility** |
| Do you need a work permit or permission from the Home Office to take up this post? | YES | NO |
| National Insurance No.: |  |
| Do you have any criminal convictions?*If yes, please give details in your covering letter.* This should exclude any spent convictions under Section 4(2) of the Rehabilitation of Offenders Act 1974, unless the job for which you are applying involves working with vulnerable adults or children in which case cautions, bindovers, pending prosecutions, spent and unspent convictions must be declared. A criminal conviction is not necessarily a barrier to appointment. A Criminal Records Bureau check will be undertaken. | YES | NO |
| Do you have any disability for which you need special provision? *If yes, please give details in your covering letter.*  | YES | NO |
| When are you free to take up a post? |  |

|  |  |
| --- | --- |
| **C** | **Referees (Please give the contact details of two referees)** |
| **May we contact your referees prior to offering you the post?** | **Yes** | **No** |
| 1. **Name**
 |  |
| Role |  |
| Address |  |
| Postcode |  |
| Email |  |
| Daytime telephone |  | Evening telephone |  |
| 1. **Name**
 |  |
| Role |  |
| Address |  |
| Postcode |  |
| Email |  |
| Daytime telephone |  | Evening telephone |  |

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| --- | --- |
| **D** | **Employment History**Please give your employment history, including periods of unemployment or time caring for dependants etc. Please indicate whether full-time, part-time, paid or voluntary, and give dates, starting with the most recent. |
| **From** | **To** | **Employer & Contact Details** |
|  |  |  |
| **Job Title** |  |
| **Reason for Leaving** |  |
| **Salary at this post** |  |
| **Duties/Responsibilities**  |
|  |
| **From** | **To** | **Employer & Contact Details** |
|  |  |  |
| **Job Title** |  |
| **Reason for Leaving** |  |
| **Salary at this post** |  |
| **Duties/Responsibilities**  |
|  |
| **From** | **To** | **Employer & Contact Details** |
|  |  |  |
| **Job Title** |  |
| **Reason for Leaving** |  |
| **Salary at this post** |  |
| **Duties/Responsibilities** |
|  |
| **From** | **To** | **Employer & Contact Details** |
|  |  |  |
| **Job Title** |  |
| **Reason for Leaving** |  |
| **Salary at this post** |  |
| **Duties/Responsibilities** |
|  |

|  |  |
| --- | --- |
| **E** | **Education and Training** |
| **From** | **To** | **School/college/university/training provider** |
|  |  |  |
| **Courses Completed/Qualifications Gained** |
|  |
| **From** | **To** | **School/college/university/training provider** |
|  |  |  |
| **Courses Completed/Qualifications Gained** |
|  |
| **From** | **To** | **School/college/university/training provider** |
|  |  |  |
| **Courses Completed/Qualifications Gained** |
|  |
| **From** | **To** | **School/college/university/training provider** |
|  |  |  |
| **Courses Completed/Qualifications Gained** |
|  |

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| Please outline why your skills and experience match our person specification and skills requirement. You may continue on another sheet to a maximum of 2 A4 sheets. |
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| I declare that the information given on this form, and in the covering letter provided with it, is correct to the best of my knowledge and understand that by signing this form I give consent to my personal information being recorded and stored in line with the Luton Law Centre Privacy Policy (available online). | Signature |
| Date |  |

# Recruitment Monitoring Form

When we advertise for posts, we like to be able to monitor and check that we are attracting a wide variety of applicants. It is helpful to us if you can complete and return this form, together with your application.

This monitoring form is detached from your application as soon as we receive it, and none of the information contained in it is used for any selection or election purposes.

|  |
| --- |
| **General Information** |
| Are you | Female |  | Male |  | Other |  | Prefer not to say |  |
| Are you aged | Under 25 |  | 25-40 |  | 40-60 |  | Over 60 |  |

|  |
| --- |
| **How do you describe your ethnic origins:** |
| White British |  | White/Black Caribbean |  | Indian |  |
| White Irish |  | White/Black African |  | Pakistani |  |
| White Other |  | White/Asian |  | Bangladeshi |  |
| Black Caribbean |  | Mixed Other |  | Asian Other |  |
| Black African |  | Chinese |  | Other |  |
| Black Other |  |  |  | Prefer not to say |  |

|  |
| --- |
| **Do you have a disability?** |
| Not considered disabled |  | Cognitive impairment |  |
| Physical impairment |  | Long-standing illness or condition |  |
| Sensory impairment |  | Other |  |
| Mental Health Condition |  | Prefer not to say |  |
| Learning disability/difficulty |  |  |  |

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| --- |
| **Religion** |
| Buddhist |  | Muslim |  |
| Christian |  | Sikh |  |
| Hindu |  | Other - please specify |  |
| Jewish |  | Prefer not to say |  |

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| --- |
| **Sexual Orientation**  |
| Bisexual |  | Gay Woman/Lesbian |  | Gay Man |  |
| Heterosexual/Straight |  | Other |  | Prefer not to say |  |