



## **General Administrator and Assistant to Housing Solicitor**

**November 2017**

**Hours:** 16 hours per week over 5 days.

**Salary:** £6,365 per annum

**Auto enrolment into pension scheme.**

**Responsible to:** Administration Supervisor

**For an application pack email:** [LindsayC@northlancashirecab.org.uk](mailto:LindsayC@northlancashirecab.org.uk)

**Closing date for applications:** 9am Thursday 21<sup>st</sup> December

**We do not accept CVs.**

You will be responsible for providing administration support for the Housing Solicitor and the paid and unpaid team at Citizens Advice North Lancashire.

It is vital that you are a highly proficient audio typist as a large part of this role will be preparing documents, letters, legal statements and case notes for the solicitor via dicta phone instruction.

You will be able to work quickly and efficiently to ensure all systems and procedures are maintained. You will ensure all Legal Aid work and reporting is carried out to the required standard and to the necessary deadlines. You will demonstrate a high standard of literacy, numeracy and IT skills. The successful candidate must have excellent communication skills and be able to work with the Administration Supervisor to support the team of volunteers to ensure they can develop their skills and work to the highest standards of the Citizens Advice Service.

You must be friendly and able to adapt to changing needs and demands of the service. You must have experience of and be proficient in office systems and procedures.

## **Person specification:**

- 1 Ability to provide full administrative support and to maintain office systems including the use of Microsoft Office, our case recording systems, manage diaries, referral data base and bespoke IT software, including online Legal Aid portals and reporting tools .
- 2 Ability to carry out accurate and timely audio-typing, Legal Aid reporting, document and full file management to our housing solicitor who is often out of the office working remotely.
- 3 Good verbal and written communication skills, including the ability to deal appropriately with a range of people both face-to-face and by telephone.
- 4 Ability to write clearly and accurately, including drafting correspondence.
- 5 Numeracy skills and the ability to work within established financial systems.
- 6 Ability to research, analyse, interpret information and to create relevant reports.
- 7 Be proficient in the use and value of social media within a work environment.
- 8 Ability to plan and organise own work to meet deadlines under pressure with the ability to monitor and maintain own standards.
- 9 Ability to work on own initiative and as part of a team.
- 10 Ability to commit to and work within the aims, principles and policies of the Citizens Advice service.
- 11 A good, up to date understanding of equality and diversity and its application to the provision of advice.