

Vacancy Information

Position:	Business Support Administrator
Reports to:	Business Support Manager
Salary:	£24,969
Term:	Permanent
Hours:	37 Hours per week
Start Date:	Immediately

Closing date for applications: 5pm on Wednesday 16th July 2025

Interviews will take place during week commencing: 21st July 2025

Information for candidates

Before completing the application form carefully read through the Job Description and Personal Specification. Bear in mind the requirements of the job and use the form to explain how you satisfy the various criteria. You should **not** enclose a CV as this will not be considered by the interviewing panel, but you may include additional sheets where there is insufficient room on the application form.

Please send your completed application form by email to: recruitment@nelawcentre.co.uk

References are required that are satisfactory to us and will be considered prior to confirming appointment.

Please note that:

- You will not have the opportunity to carry out client casework in this role. Please self-assess your suitability against the person specification carefully before submitting at application.
- Previous applicants will not be considered.
- If you haven't been invited for interview by week commencing 21st July 2025, your application has been unsuccessful.

What does the North East Law Centre do?

North East Law Centre (NELC) currently provides access to free legal advice and support to people who can't afford to pay, and delivers a range of regional, sub-regional and local projects, fee-paying services and other income generating projects.

The Business Support team covers reception and provides a range of administrator support for all strands of the business e.g arranging interpreters updating client records, monitoring project delivery, ongoing problem solving and general administration duties necessary to meet performance and quality standards.

Main Purpose of Job:

- Administrator for North East Law Centre, providing administrative support function for all projects and staff.
- Acting as a helpful and approachable first point of contact for clients.

Key Duties and Responsibilities

- Deal with reception duties including telephone calls, visitors and handling incoming and outgoing mail.
- Handling referrals and signposting where appropriate, including keeping up to date records of other service providers.
- Data entry, maintenance and retrieval of computerised information for cases, to include opening and closing case files.
- IT support and liaison.
- Ensure adequate supplies of all office materials and stationery.
- Maintain accurate records and filing systems in accordance with agreed procedures.
- Take payment from clients and assist with day to day petty cash transactions.
- Contribute to Quality Assurance procedures and maintain a high level of confidentiality.
- Support the Business Support Manager as and when required.
- Work with local partners to deliver shared projects and contracts.

General

- To always provide excellent customer service, to staff and clients.
- To attend team meetings and undertake tasks allocated at such meetings.
- To always have regard to the Law Centre's Policies.

NOTE: The above duties are not an exhaustive list. In consultation with the appointee, it is liable to variations made by the management to reflect or anticipate changes in or to the job.

Person Specification**Essential Requirements:**

1. Experience in working in a team of staff and volunteers.
2. Good organisational skills and ability to undertake administrative tasks.
3. IT skills including typing and use of MS Office and Excel.
4. Commitment to delivering a high standard of customer service.
5. Commitment to the Law Centre's policies and to work within the Equal Opportunities Policy.
6. Ability to be accountable to senior staff.
7. Ability to work within the policies and guidelines as decided by the Management Committee and the ability to promote and defend the aims, interests and policies of the Law Centre within other organisations and the community.

Desirable Requirements:

1. Minimum of 6 months experience working as administrator in a busy office environment.
2. Experienced in both face to face and telephone customer service delivery.
3. Experience in working with vulnerable and/or challenging client groups.
4. Experience of working in a not for profit environment.