



**Job Title:** Legal Advice Clinic Coordinator

**Grade:** 5

**Salary:** £25,138 to £29,605 per annum, pro-rata

**Department:** Leicester Law School

**Hours/Contract:** Part-time (0.8 fte / 28 hours per week), permanent

**Job Family:** Management and Administration

**Reference:** 10405

## Role Purpose

Responsible for the day-to-day administrative organisation of the Pro Bono Legal Advice Clinic and does not involve giving legal advice to clients.

Working with the Legal Advice Clinic Director, other Clinic staff, and student participants the role provides a customer focused professional service for the Clinic's clients and prospective clients, and supports the delivery of a professional experience and high quality clinical legal education for Law School students.

To promote the Clinic's services to the public, the profession, staff and students of the University; and to be an active member of the School's professional services team supporting the School's academic community in the development and implementation of the School's plans in regard to relevant curricula and employability activities.

## Main Duties and Responsibilities

- To manage efficiently and appropriately enquiries and other correspondence of varying complexities from prospective and existing clients regarding the services of the clinic. Using own judgement to resolve queries, only referring to senior colleagues when necessary.
- To coordinate with clients, students and Clinic staff in relation to the booking of appointments, management of client records, responses to clients and liaison with supervisors/students, and to maintain communication flow between relevant parties.
- To manage efficiently and appropriately enquiries from existing and prospective Clinic students regarding the Clinic, and student Clinic activities. Using own judgement to resolve queries, only referring to senior colleagues when necessary.
- To maintain appropriate use of relevant Clinic IT systems, including a document management system, and ensure appropriate use of Clinic IT systems by other staff and students.
- To maintain an appropriate booking system for Clinic spaces.
- To be responsible for the management of the Clinic facilities, ensuring they remain fit for purpose and are properly maintained.
- To develop and implement the production of materials, information and other resources to enhance the administration of the Clinic.
- To coordinate the marketing and promotion activities of the Clinic both within the University and the wider community.
- To maintain a high level of customer service and ensure regular review is undertaken to measure satisfaction and to enable continuous improvement. To promote and sustain a constructive, supportive and friendly working relationship with colleagues, students and clients through efficient and proactive customer service.





- To manage the collection, compilation, analysis and editing of information concerning the activities of the Clinic for the inclusion in reports as required.
- To provide support to the University of Leicester Pro Bono Committee and projects, and provide advice and guidance as to their operation and actions.
- To maintain an up-to-date operational knowledge of office systems, policies and processes, to help drive innovation and respond quickly and flexibly to change.

### Internal and External Relationships

- Close working relationship with the Legal Advice Clinic Director, the Law School's Operations Manager, Head of School, Legal Advice Clinic solicitors and student officers and members
- Academic staff, associate tutors; undergraduate and postgraduate students.
- Academic Services, Career Development Service, Students' Union, Estates, Catering, Porterage, Room Bookings.
- General public, employers, members of the profession, prospective students.

### Planning and Organising

- Organise own individual workload within annual plans determined by the academic cycle and the School management team and School Managers.
- React quickly to any urgent matters and pre-empting issues with pro-active solutions.
- Plan and implement new procedures highlighted by review process and/or the previous year's activities.

### Qualifications, Knowledge and Experience

#### Essential

- Either academic or vocational qualifications (NVQ3, general education to A-Level, City and Guilds or equivalents) plus work experience in a relevant role **OR** substantial relevant work experience in a comparable setting\*
- Experience gained in an administration environment where discretion and confidentiality is vital\*
- Experience of delivering support to a wide range of client needs\*
- Experience of developing good working relationships with colleagues both within the university and the wider community\*
- Experience of maintaining systems and accurate record-keeping\*

#### Desirable

- Experience of working in a legal environment in an administrative capacity\*

### Skills, Abilities and Competencies

#### Essential

- Ability to communicate clearly orally and in writing to ensure effective contact handling with a strong understanding of how to respond to differing client needs
- Ability to display empathy and sensitivity when dealing with clients whilst retaining a professional distance





- Excellent IT skills including Microsoft Office, data entry and web based applications including professional experience with MS Outlook
- Excellent organisational skills with the ability to prioritise own workload and meet tight deadlines
- Use initiative and judgement to resolve many problems independently
- Competent use of relevant regulations, processes and procedures
- Ability to work as both as a member of a team and independently
- An understanding of the importance of meeting customer needs and providing a high quality service
- A willingness to be flexible towards duties and adaptable to change, including taking a solution focused approach
- A 'self-starter' with a pro-active approach towards workload, with the ability to multi-task and complete tasks promptly, accurately and with attention to detail

**Desirable**

- Competent use of University systems, regulations, processes and procedures

***\*Criteria to be used in shortlisting candidates for interview***

**Criminal Declaration**

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

**Supporting University Activities**

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

**University Values**

**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

**Equity and Diversity**

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of





high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

