

FRU

Free Representation Unit



Recruitment Pack

Admin Support Officer

May 2022

Admin Support Officer Recruitment Pack 2022

Dear Applicant,

Thank you for thinking of applying to work at the Free Representation Unit (FRU). The FRU is one of the UK's leading providers of free representation in legal hearings. We have been providing free representation in social security and employment tribunals since 1972. We help Individuals who are ineligible for legal aid and financially incapable of hiring legal representation to enforce their legal rights. We train and supervise hundreds of volunteers each year – mostly law students and professionals at the early stages of their careers – in order to provide this important work.

We are a small, hard-working team looking for someone with a friendly and positive attitude to join us at our vibrant central London office. You will need enthusiasm and highly developed interpersonal skills as you will be the first point of contact with clients and volunteers in this exciting role. You will have a genuine interest in providing our clients and volunteers with an exceptional level of service, as clients in particular often approach us about stressful issues. Reception experience is advantageous but not essential.

You will also be responsible for processing cases referred to us from across London and the South East, managing case files and incoming and outgoing post. Previous experience with Salesforce or another client database is useful but not essential. As a member of a small team, you will need to be flexible and able to make good decisions about when to follow guidance and when to ask a colleague. Because the admin support officer quality assures data entered by others and enters case data into our database, this is a role where attention to detail is absolutely essential.

The post is ideal for someone who is looking for excellent experience in a fast-paced environment in a short space of time. Training for the post will be provided as there is a lot of legal information and process to understand. Once you have mastered those challenges, the role mainly involves customer service work and routine administrative tasks. This is reflected in the role being a fixed term position and would be suitable as a stepping-stone to future career progression.

At FRU we are passionate about equal opportunities and welcome applicants from diverse backgrounds.

If you would like to be part of this team, please apply now. If you have any questions about the post, please call 020 7611 9555 between 2.00 – 5.00 and ask to speak to me or Sharon Sneddon (Office Manager) or email me on chief.exec@thefru.org.uk.

More details about our service can be found on our website www.thefru.org.uk and in our recent [Annual Reports](#).

We look forward to receiving your application, please fill in all sections of the form and don't forget to give us examples of how you've already used the skills we are looking for.

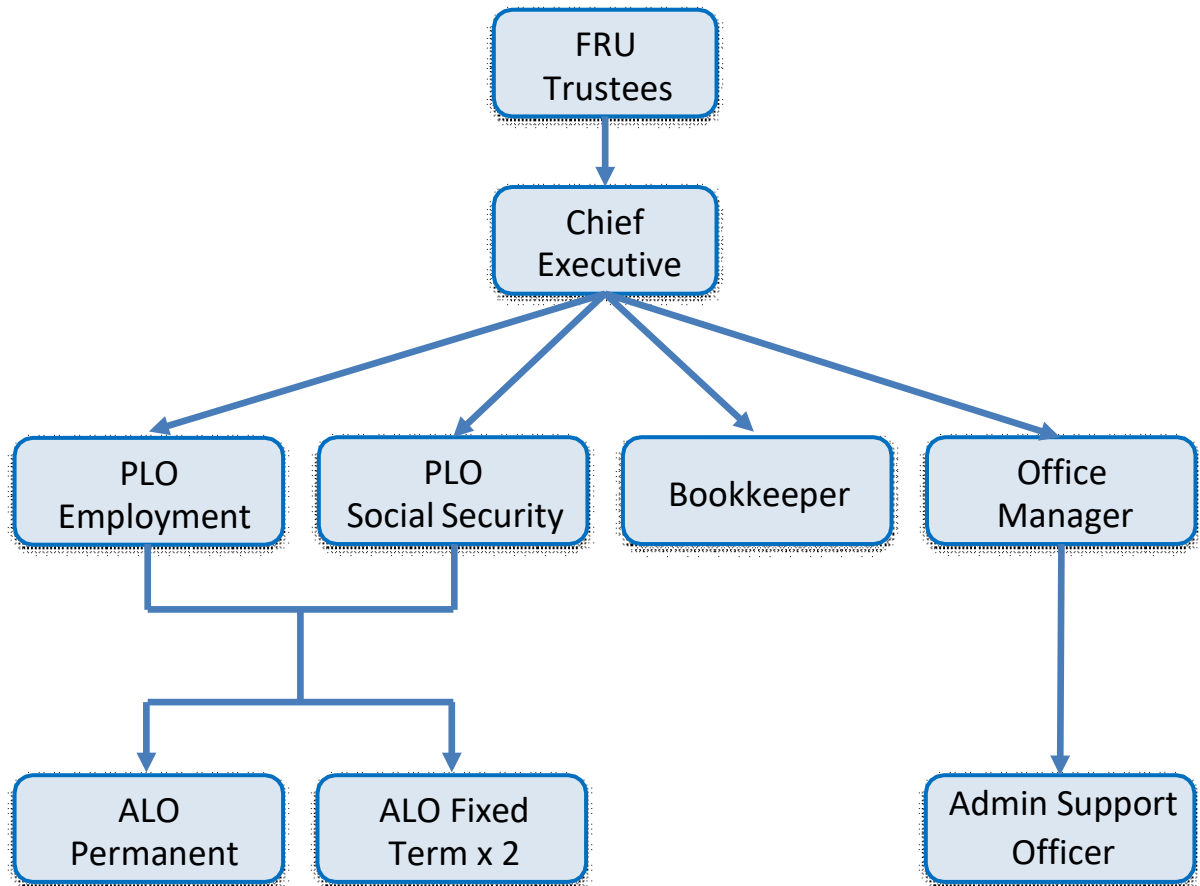
Please ensure that you submit your application by the closing date of 9.00 a.m. on Monday 6th June 2022.

Yours faithfully

A handwritten signature in black ink that reads "David Abbott". The signature is written in a cursive style with a long horizontal stroke extending from the end of the name.

David Abbott
Chief Executive

FRU Organisational Structure



Job Description

Job Details

Job title:	Admin Support Officer
Reporting to:	Office Manager
Hours of work:	35 hours a week. Normal working hours will be 9.00 to 17.00 with an hour for lunch.
Salary:	£25, 029 p.a. (this is a fixed salary and not subject to personal negotiation)
Annual Leave:	25 days + Bank Holidays + period between Christmas and New Year
Location:	Hybrid working. Remote work is available but depending on business needs the post-holder will also need to be available to users of the office and will sometimes be based in FRU's offices in central London.
Duration:	Fixed term post: Until August 2023 with possibility of extension.
Other:	Interest free loan for travel season ticket

Job Purpose

To provide administrative and customer support and to undertake reception duties for the Free Representation Unit (FRU), ensuring processes are carried out effectively and accurately.

Duties

The Admin Support Officer will be responsible for carrying out the following duties:

1. Casework Administration

- 1.1. Processing cases - identifying proper documentation, data entry and validation, correspondence, filing and setting up Sharepoint folders.
- 1.2. Linking correspondence to case files and contacting relevant parties where appropriate.
- 1.3. Legal case decisions procedure – data entry, communicating deadline compliance, correspondence.
- 1.4. Ensuring correct document retention, dealing with old cases, old post, archiving and any other processes to ensure the efficient and accurate administration of the casework.

2. Customer Support

- 2.1. Answering the phone, responding to emails, responding effectively to queries, by telephone, face to face and in writing, taking clear and accurate messages.

- 2.2. Resolving issues within your role's parameters and recognising when to seek advice.
- 2.3. Welcoming clients, representatives and other visitors to FRUs office.
- 2.4. Ensuring proper administration of post, collecting, opening and dispatching mail. Identifying and dealing with urgent information or difficult issues and raising these with the appropriate staff.
- 2.5. Assisting with mail-outs.
- 2.6. Diary management
- 2.7. Helping to identify how FRU can improve customer service.

3. Volunteer Representative Support

- 3.1. Providing help and support to volunteers.
- 3.2. Setting up and administering system user accounts for all volunteers.
- 3.3. Providing basic assistance with FRU's technology.

4. General

- 4.1. Dealing with all correspondence, identifying where queries are routine and can be answered by the post holder or where they need to be referred to other members of staff.
- 4.2. Assisting with filing, scanning and photocopying.
- 4.3. Assisting with training days and other events.
- 4.4. Drafting correspondence.
- 4.5. Contributing to social media posts
- 4.6. Updating and maintaining databases, where appropriate, ensuring compliance with the General Data Protection Regulation.
- 4.7. Taking minutes of meetings, as required, and circulating.
- 4.8. Opening and controlling access to the office and ensuring the health and safety of visitors.
- 4.9. Assisting in the effective implementation of new technology.
- 4.10. Liaising with third party suppliers.
- 4.11. Any other tasks as required for the smooth and efficient running of the office.

Alongside responsibility for particular areas of the Unit's activity (under the supervision of the Office Manager) in line with the above, the Admin Support Officer will assist the Office Manager & Chief Executive as required.

Person Specification

Knowledge and Experience

Essential

1. Relevant administrative experience or a legal administration qualification, such as legal secretary

Desirable

2. Experience of reception and/or customer service
3. Experience of legal/casework administration
4. Experience of using Salesforce or other CRM database
5. Understanding of the context and environment in which FRU works

Skills and Abilities

Essential

1. Ability to quality assure data entered by others
2. Fast and accurate data entry skills
3. Excellent computer skills, including Microsoft Word, Excel, internet and e-mail
4. After induction, ability to use all FRUs IT systems including CRM database, website, social media, document storage system, phone system and any other office systems used to perform your role.
5. Has the ability to accurately follow FRU administrative processes, ensuring close attention to detail
6. Has the ability to carry out duties and assist others without constant supervision, following guidance for routine issues and knowing when to refer to colleagues.
7. Ability to work in a busy environment and prioritise between competing demands, ensuring that responsibilities are covered overall
8. Excellent communication and interpersonal skills on the phone, face to face and in writing
9. Ability to open the FRU office and attend during core office hours each day

Personal Qualities

Essential

1. Ability to work as part of a small team, understanding that you will need to undertake other duties to ensure the smooth running of the office.
2. Flexibility and willingness to learn new skills
3. Ability to deal with a wide range of people from a variety of backgrounds, some of whom may be anxious or stressed.

Desirable

4. Interest in legal issues/working in a legal environment

Circumstances

Desirable

1. Occasional evening/weekend attendance at meetings and events

Application And Selection Process

Please email your **application form** to office.manager@thefru.org.uk with the subject 'Admin Support Officer Recruitment' by no later than 9.00 a.m. on Monday 6th June 2022. It will not be an acceptable alternative to submit a CV. You should also have completed the **information for administrator** form by this deadline.

Please complete the information for administrator form with the details about interview availability, unspent convictions and visa requirements. We are committed to equal opportunities, valuing diversity and to selecting the best candidate for the post. We will make any reasonable adjustment required for people with a disability. Completion of the equalities monitoring information on the information for administrator form is optional, but we would appreciate it if you would complete it to help us to monitor the effectiveness of our advertising and appointment processes. The information you provide will not be made available to the appointment panel before the appointment decision is made.

We will shortlist those applicants who provide the best evidence that they possess the skills and experience outlined on the person specification. Shortlisted applicants will be invited to interview where their skills and experience will be explored in greater depth.

Unfortunately, we do not have the resources to provide feedback to applicants who aren't shortlisted. Anyone who is shortlisted but unsuccessful can request feedback.

Timetable

The selection timetable will be:

Stage I: Applications submitted by 9.00 a.m. 6th June 2022

Stage II: Shortlisted candidates invited to an interview by 9th June 2022

Stage III: We hope to hold interviews on Monday 13th June 2022 (and Tuesday 14th if required). Please indicate on the form if you are unavailable on this date. We may not be able to accommodate an alternative date. The interviews will be held virtually.

Stage IV: Job offered subject to references

Stage V: Start date: as soon as possible thereafter, subject to discussion of successful candidate's availability.