

March 2018

Office Administrator and Receptionist post

Dear Candidate

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 – 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. This post might suit someone who is looking for experience in a legal environment (but you won't be involved in giving legal advice), or a charity. 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 Lobna Rahman on 020 7611 9552 or email on Lobna.rahman@thefru.org.uk.

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.

Yours Sincerely



David Abbott

Chief Executive