Reports to: FLAC Manager

Direct Reports: None

Salary: £12,617.80 per annum

Working Hours: 23 hours per week.

Location: 28 Commercial Street, London E1 / 52 Old castle street, London E1 7AJ

Job Purpose:

Toynbee Hall is community organisation that pioneers ways to reduce poverty and disadvantage. Based in the East End of London, we work alongside people who live here, to tackle unfairness and make this a place where everyone has an equal chance to thrive. We take an asset based approach to our work, and believe everyone has something valuable to offer in the fight for a fairer London. What we learn from our work in London we use to influence change across the UK.

Through our debt and money advice, Free Legal Advice Centre (FLAC), City Advice and Macmillan service, we provide advice six days a week. Our advice helps individuals with complex situations and often in times of crisis to know their rights and take action to improve their circumstances.

*“I just can’t fault them, they are so helpful, and remain open and welcoming when I come back for advice on different things. It’s a great service. I don’t know where I’d be without it.”*

-Arthur, who uses Toynbee Hall’s advice services.

Toynbee Hall supports thousands of people through our advice services every year. Without really great behind the scenes administration this would not be possible. Often our admin support workers are people seeking advice’s first contact with Toynbee Hall, and set the tone for the relationships we build. With this in mind we are looking for an excellent administrator to support the service to run well.

Responsibilities and Accountabilities:

* To work as part of the Toynbee Hall Advice Team, particularly supporting advice team managers.
* Supporting people seeking advice over the telephone, by email and in person to access our advice and understand what we can and cannot offer support with.
* Signposting/ referring people seeking advice who we are unable to support on to third party organisations in line with our referral policy.
* Answering phones, and responding to voicemail and email messages in a timely and helpful manner.
* Taking initial information from clients in order to ensure we are directing them to the correct service. Working alongside the Initial Assessment Team and volunteers who also undertake triage work with people seeking advice.
* General administration (e.g. photocopying, scanning)
* Inputting client information on to our online Case Management System.
* Supporting the organisation of advice sessions as directed by Advice Team Managers and in partnership with colleagues and volunteers.
* Undertaking research, supporting monitoring and gathering feedback from people seeking advice as and when required.
* Organising meetings, taking and disseminating minutes of meetings.
* To be responsible for keeping up to date and detailed enquiry records and for keeping accurate statistical/monitoring records.
* To comply with Toynbee Hall Equal Opportunities policy and work in an anti-discriminatory/non-judgemental manner.
* To work at all times within Toynbee Hall policies and procedures as detailed in the Advice manual and supporting documentation.
* To work as a member of a team, give and receive support, to work considerately and co-operatively and attend team/management/committee meetings as required.
* To attend appropriate training courses and conferences.
* To undertake other relevant work as required.

Key Knowledge and Skills:

* Strong interpersonal skills with the ability to respond sensitively to clients
* Ability to research, understand and explain complex information both orally and in writing.
* Good knowledge of IT including familiarity with Microsoft Office applications, e.g. Word, Outlook or equivalents, and case management systems.
* Commitment to working flexibly across all Toynbee Hall’s advice services
* Good spoken and written English.
* Excellent diary management and ability to multi-task
* Professional, courteous and friendly manner.
* Ability to work at times without supervision and to show initiative at all times.
* Willingness to learn new processes and procedures.
* Ability to effectively prioritise, excellent organisation skills.
* Ability to work under pressure and to tight deadlines.
* Some admin/reception experience.
* Ability to maintain records accurately and efficiently
* Ability to understand and convey information in a clear and accurate manner by telephone, in writing, by email and in person.
* Ability to work effectively as part of a team
* Excellent organisational skills
* Proactive attitude to work, using own initiative
* A flexible, can-do approach to work
* Good communication skills
* Commitment to Equal Opportunities
* A good command of a Bengali language or dialect would be desirable
* Commitment to Toynbee Hall’s values

Desirable experience:

* Experience of working in a customer facing role.
* Experience of dealing with clients who have difficulty clearly communicating their issues.
* Experience of dealing with people of different ages and different ethnic backgrounds.
* Experience of working in a demanding environment.
* Experience of providing administrative support.
* Good working knowledge of Microsoft Office packages
* Experience of working within an advice or legal environment

**Learning and Development**

Toynbee Hall provides all necessary induction and project training where necessary, and encourages and, where possible, supports the upgrading of appropriate skills and qualifications as well as other learning and development opportunities. All employees will receive regular support and supervision to facilitate their learning and development.

**Volunteers**

Volunteers are at the heart of Toynbee Hall’s work .The organisation is committed to involving volunteers in its continuous development and to offering volunteers the best of experiences. All Toynbee Hall staff members will be expected to support the volunteering ethos and to work alongside the volunteer team to promote and facilitate the involvement of volunteers wherever appropriate.

**Monitoring and Evaluation**

Toynbee Hall takes an outcomes and theory-based approach to its self-evaluation and monitoring. This means that the organisation is committed to gathering evidence of its effectiveness, and to using this information to learn, improve and communicate. All Toynbee Hall staff members will be expected to support this approach and to take part where appropriate in monitoring and evaluation planning and practice.