Reports to: FLAC Manager

Direct Reports: None

Salary: £10.55/hours

Working Hours: 23 hours/week.

Location: 28 Commercial Street, London E1 6LS

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. With this in mind we are looking for an excellent administrator to support the service to run well.

The FLAC Administrator will be expected to support the FLAC Manager and Supervisors to run a quality advice service. This will involve working closely with various stakeholders to ensure members of the public have access to justice.

Responsibilities and Accountabilities:

You will be expected to:

* Work as part of Toynbee Hall’s Advice Team, particularly supporting the FLAC manager and supervisor.
* Support people seeking advice over the telephone, by email and in person to access advice.
* Signpost/ refer people seeking advice to third party organisations in line with our referral policy.
* Answer phones, and respond to messages (voicemail and email) in a timely and helpful manner.
* Take initial information from clients in order to ensure we are directing them to the correct service.
* General administration (e.g. photocopying, scanning)
* Input client information on to our online Case Management System.
* Organise advice sessions as directed by the FLAC Manager and/or supervisor.
* Undertake research

Undertake monitoring and evaluation tasks.

* Organise meetings and take and disseminate minutes of meetings.
* Comply with data protection laws.
* Comply with Toynbee Hall’s Equal Opportunities policy and work in an anti-discriminatory/non-judgemental manner.
* Work at all times within Toynbee Hall’s policies and procedures as detailed in the Advice manual and supporting documentation.
* Work as a member of a team. This includes working considerately and co-operatively and attending team/management/committee meetings as required.
* Attend appropriate training courses and conferences.

Assist with FLAC projects and undertake other relevant work as required.

Key Knowledge and Skills:

Essential:

* 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 Microsoft Office applications, e.g. Word, Outlook or equivalents, and case management systems.
* Good communication skills, including good spoken and written English.
* Excellent diary management and the ability to multi-task.
* Professional, courteous and friendly manner.
* Willingness to learn new processes and procedures.
* Excellent organisation skills, and an ability to prioritise tasks.
* Ability to work under pressure and to tight deadlines.
* Some admin/reception experience.
* Ability to maintain records accurately and efficiently.
* Ability to work effectively as part of a team.
* Proactive attitude to work, using own initiative.
* A flexible, can-do approach to work.
* Commitment to Equal Opportunities.
* Commitment to Toynbee Hall’s values.
* Good A-Level (or equivalent) qualifications.

Desirable:

* Experience of working in a customer facing role.
* Experience of dealing with clients who have difficulty 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.
* A good command of a Bengali language or dialect.
* Experience of social media platforms.
* Experience of creating newsletters.

**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.