

## FLC Job Description / Person Specification

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| <b>Position</b>  | Business Support Officer   | <b>Working Hours</b> | 21 hours per week:<br>Lochgelly/Hybrid |
| <b>Reporting to</b>  | Principal Solicitor  | <b>Function</b>      | Operations/Administration              |
| <b>Purpose of Role</b>   |  |                      |  |
| <ul style="list-style-type: none"> <li>▪ To undertake work to support the Business Manager [BM] in the development and implementation, of projects and business-as-usual activities identified within the Firm.</li> <li>▪ To provide support to the BM and legal team in their monitoring, evaluation and reporting responsibilities.</li> <li>▪ To assist the legal team by researching and preparing legal documentation and liaising with other professionals.</li> <li>▪ To be an ambassador for the Fife Law Centre [FLC] when meeting clients and other visitors – taking an empathetic approach given many of our clients may be vulnerable individuals.</li> <li>▪ Contribute to the overall vision and ethos of FLC ensuring the best standards of service possible for all internal and external contacts.</li> </ul> |  |                      |  |
| <b>Key Responsibilities</b>  |  |                      |  |
| <p>The post holder may be requested to undertake any but not necessarily all of the following duties. Duties required will be directed by the BM according to the Firm's needs.</p>  |  |                      |  |
| <b>Operational Support</b>   | <ul style="list-style-type: none"> <li>▪ Managing day-to-day administrative tasks, including scheduling meetings, minute taking, maintaining and control of office supplies and equipment.</li> <li>▪ Organising and co-ordinating internal and external meetings, events and communications to ensure these run smoothly and achieve their purpose.</li> <li>▪ Providing high level business support to the BM, Principal Solicitor [PS] and Board, such as assisting with development of operational plans and quarterly monitoring processes.</li> <li>▪ Covering triage/call handling in the absence of the Legal Administrator.</li> <li>▪ Provide direct support to the legal team with administrative matters such as drafting letters and forms.</li> <li>▪ Undertaking some case management work under supervision of legal staff.</li> <li>▪ Assisting legal staff with legal aid applications and processes.</li> </ul> |                      |  |
| <b>Process Improvement</b>   | <ul style="list-style-type: none"> <li>▪ Identifying areas for process enhancement, review of processes and procedures and ensuring compliance with relevant policies and procedures.</li> </ul>   |                      |  |
| <b>Data Management / Reporting</b>   | <ul style="list-style-type: none"> <li>▪ Collation and input of appropriate data used in the submission of funding and monitoring reports.</li> <li>▪ Producing high quality documents, reports, papers and presentations which are fit for purpose and meet business requirements.</li> </ul>   |                      |  |

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|   | <ul style="list-style-type: none"> <li>Managing queries and requests for information, drafting or coordinating responses as appropriate.</li> <li>Carrying out research as and when required to support the delivery of the Firm's objectives.</li> </ul>  |
| <b>Compliance &amp; Risk Management</b> | <ul style="list-style-type: none"> <li>Ensuring adherence to relevant policies, procedures and legal requirements. Monitoring of review dates and taking action as appropriate.</li> </ul>   |
| <b>Financial Administration</b>         | <ul style="list-style-type: none"> <li>Assisting with invoice processing, processing expenses and ordering of supplies.</li> </ul>   |
| <b>Outreach Activities</b>              | <ul style="list-style-type: none"> <li>Responsibility for producing the annual Outreach schedule of activities and taking part in attending outreach venues.</li> <li>Ensuring colleagues are aware of their attendance and following up with them on reporting requirements.</li> </ul>   |
| <b>Marketing</b>                        | <ul style="list-style-type: none"> <li>Assist the BM in marketing campaigns and events. Ordering and monitoring of marketing materials.</li> </ul>   |
| <b>Website / Social Media Channels</b>  | <ul style="list-style-type: none"> <li>Responsible to the BM for: managing social media platforms; posting new releases and FLC promotions; responding to messages/comments on all social media portal and handling enquiries received through these channels.</li> <li>Ensuring the Firm's website and digital content is proactively updated, reviewed and refreshed.</li> </ul> |
| <b>Systems</b>                          | <ul style="list-style-type: none"> <li>Ensure integrity of data is up to date on internal systems such as FORT; Insight; etc.</li> </ul>   |
| <b>Other</b>                            | <ul style="list-style-type: none"> <li>Undertake any training in respect of the above tasks as required or as necessary.</li> <li>Undertake any other reasonable duties as determined by the BM or PS.</li> </ul>  |

**These tasks should not be regarded as exhaustive, and the post holder will be expected to deliver other duties relevant and appropriate to the post.**

| Person Specification   |  |
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| Knowledge & Experience   |  |
| Essential  | Desirable  |
| Strong, previous experience of working in an office environment and dealing with all channels of communication e.g. email, telephone and face-to-face interactions.  | Previous experience of working in a legal and/or regulatory environment.<br><br>Previous experience of working with vulnerable/disadvantaged people.   |
| Strong experience of using a range of administrative and business processes and procedures.<br>And, dealing with highly sensitive data and information with an eye for detail and the importance of confidentiality.   | Knowledge of and experience in applying the Data Protection Act and GDPR.  |
| Experience of organising, structuring and servicing of meetings.<br><br>Proficiency in the use of IT applications [including Outlook, SharePoint, Word, PowerPoint and Excel].<br><br>Experience of multi-tasking and delivering work to agreed deadlines whilst achieving objectives. | Specific knowledge of legal systems, preferably <i>Insight</i> .<br><br>Knowledge of both Microsoft and Google software packages and of use in and building databases.<br><br>Experience in using PowerPoint and in producing presentations. |
| Experience of using social media.  | Experience with social media including the creation and scheduling of content, engaging and responding to content and monitoring responses to track performance.<br><br>Experience of updating websites.                                     |

| Skills and Abilities  |
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| Essential   |
| Ability to provide excellent customer service to clients, and internal and external stakeholders. |
| Excellent written and oral communication skills to communicate clearly and concisely with others. |
| Effective interpersonal skills when handling external enquiries and working with colleagues.      |
| Ability to complete tasks accurately and demonstrate strong attention to detail.                  |
| Ability to work flexibly and resolve routine problems and issues.                                 |

Resourcefulness, enthusiasm, patience, resilience and a sense of humour.

| Knowledge, Including Qualifications   |   |
|---|---|
| Essential   | Desirable                                 |
| Minimum two year experience working in an office environment in an administrative role.                   | Qualification in Business Administration. |
| Understanding of Health & Safety.   | Certified First Aider.                    |
| Understanding of Safeguarding.  | Level 1 Safeguarding certificate.         |
| Understanding of Data Protection.   | Understanding of the DSAR process.        |
| An understanding of, and genuine interest in, the work and ethos of FLC its clients and the wider sector. | Understanding of the legal sector.        |
| Hold a full UK driving licence and has access to a vehicle for frequent, business, use.                   |   |

**You will be required to evidence the essential criteria in your application/supporting statement, and if successful, at interview.**