



Job Title: **Legal Administrator for Specialist Telephone Advice Service**

Salary: **£23,810 to £24,594 depending upon experience**

Hours of Work: **Full Time – 37.5hours p/w Monday to Friday**

Contract Duration: **until 31<sup>st</sup> August 2028**

Location: **Derby City (office based)**

Applications Closing Date: **Rolling recruitment until successful candidate found**

Start Date: **Must be available to start 4<sup>th</sup> August 2025**

#### Service Aim

The Specialist Telephone Advice Service is commissioned by the Legal Aid Agency to support those eligible for Legal Aid with remote telephone advice and assistance.

Citizens Advice Mid Mercia (Camm) are one of three agencies delivering this national service.

Camm have extensive experience in delivering Legal Aid contract work through face to face and remote contracts. The role of **Legal Administrator** provides the opportunity to join our successful, growing team.

#### The Role

- You will be responsible for providing essential administrative support to the Legal team
- This role is office based at Derby in a department which is a **target driven performance-based project**
- Support the telephone advisers with administrative tasks such as preparation print and post of letters and forms

#### Main Duties and Responsibilities

##### Administration:

- Download and distribute voicemail messages to Advisers
- Support the Legal Services Manager with collating report data
- Answer calls from CLA Operator Service where needed (i.e. during breaks and to cover sickness, training, absence)
- Update calendars
- Support with administration of ongoing cases
- Undertake any other relevant administration and support duties that may be reasonably requested by the solicitor/ Head of Legal

##### General:

- Greet clients and visitors to the premises in a welcoming and professional manner.
- Provide sensitive, respectful, and confidential service to all clients.
- Maintain strict confidentiality regarding all client information and interactions.
- Abide by safeguarding, GDPR, and health & safety guidelines, ensuring the safety of clients, colleagues, and yourself.

- Comply with all organisational, statutory, legislative, and CAMM policies and procedures.
- Uphold the aims, principles, and values of the organisation at all times.
- Demonstrate enthusiasm, drive, and a positive, can-do attitude in all tasks.
- Maintain flexibility regarding working hours and locations to meet business needs

### Person Specification

	Specification	Essential	Desirable
1	Ability to provide administrative support and to maintain office systems.	✓	
2	Ability to work under pressure and adhere to targets and deadlines as set by your line manager	✓	
3	Ability to monitor and maintain own standards.	✓	
4	Effective written and oral communication skills.	✓	
5	Ability to work on own initiative and willingness to improve the service working closely with line manager and team members	✓	
6	A commitment to continuing professional development, including a willingness to learn and develop knowledge and skills.	✓	
7	Ability to use IT packages, including word processing / spreadsheet / database packages and the ability to use email and to maintain an electronic diary	✓	
8	Ability to research, analyse and interpret complex information	✓	
10	Understand and empathise with the aims and principles of the CAB service and its various policies.	✓	
11	Adhere to the organisation's CORE values	✓	
12	Experience of working within a specialist advice team		✓

**Probation Period:** 9 months

**Benefits:** 28 days annual leave plus bank holidays pro rata, up to 5% pension contribution.

### Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.

## Our CORE values

- ✓ **Communicate:** We will be consistent, positive, passionate, and listen.
- ✓ **Ownership:** We will be accountable, make a difference, meet deadlines, keep promises and have solutions.
- ✓ **Respect:** We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.
- ✓ **Effective:** We will deliver quality, focus on detail and be professional.

## Positive Employment

A criminal record will not necessarily be a bar to you being able to take up the job.

We welcome applications from people with disabilities.

<b>To Apply</b>
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If you want to chat about the role further, you can contact:

- Elizabeth Holt (Head of Implementation & Operations) 07814 918993
- Alison Winfield (Legal Services Manager) 07976823930

**Please visit our website to complete an application form:**

<https://www.citizensadvicemidmercia.org.uk/vacancies/>