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**ADMINISTRATOR**

**JOB DESCRIPTION AND PERSON SPECIFICATION**

**JOB TITLE:** Administrator

**SALARY RANGE:** £32,000-36,000 per annum (pro rata, 3 days a week)

**RESPONSIBLE TO:** CEO/Senior Solicitor

**MAIN PURPOSE OF POST**

To provide administrative and general support to the CEO/Senior Solicitor and consultant solicitors that is required in the everyday practice of running the charity. To support the CEO/Senior Supervising Solicitor by ensuring the ongoing operational effectiveness of the charity’s work. This includes supporting the strategic and general management of the charity in its aims of advising and representing children and young people in relation to their complex British citizenship claims and applications.

To be part of a passionate and close-knit team committed to making a meaningful difference by championing the citizenship rights of children and young people.

The Administrator is expected to assist with a varied and evolving workload and to demonstrate initiative throughout the course of their work.

**DUTIES AND RESPONSIBILITIES**

**General Duties**

1. To develop knowledge and skills in PRCBC’s specific administrative and financial area of work.
2. To gain a thorough understanding of and demonstrate alignment with PRCBC’s mission and objectives.
3. To develop a strong understanding of PRCBC’s practices and procedures to work independently and proactively provide support where needed.
4. To comply with all relevant data protection legislation including collecting relevant consents and permissions.
5. To comply with PRCBC’s Equality and Diversity Policy and Safeguarding and Child Protection Policy and Procedures.
6. To adhere in full to all PRCBC’s other policies and procedures.
7. To assist with incoming and outgoing post and e-mails.
8. To photocopy and scan correspondence and other documents.
9. To maintain and update PRCBC’s case management system.
10. To liaise with external stakeholders across a range of areas such as IT support and building management; to support in the maintenance and updating of operational procedures and practices; and to complete ad-hoc administrative tasks, such as office supply procurement, as required.
11. To undertake any other duties as may be reasonably required by the CEO.

**Casework responsibilities**

1. To assist with enquiries and new referrals and arrange appointments with our young clients and their carers.
2. To complete forms with our young clients in a respectful, compassionate and professional way.
3. To be responsible for opening and closing of files.
4. To assist in the preparation of court bundles and collation of documents.
5. To organize and maintain archive of electronic case files.
6. To liaise with a wide range of individuals, from solicitors and barristers to social workers and foster parents, alongside frequently vulnerable young clients and their parents.

**Finance Responsibilities**

1. To maintain and ensure accurate time-recording, prompt billing and costing of files.
2. To assist with regular reporting to grant funders, regulatory bodies etc.
3. To draft and update financial ledgers of disbursements, client account and office accounts.
4. To assist with the administering and recording of PRCBC’s income and expenditure, including the preparation and monitoring of periodic budgets.

**Professional Development**

1. To learn from and receive training as agreed in supervision with the CEO/senior solicitor.
2. To receive regular supervision and support on all aspects of PRCBC work from the CEO/senior solicitor
3. To discuss regularly with CEO/senior solicitor job performance and participate in annual appraisal.

**Performance Standards and Compliance**

1. To learn PRCBC’s work and procedures and to perform them competently and reliably.
2. To support the provision of a very high standard of service provided to young people and third parties.
3. To deal with all enquiries politely, tactfully, and efficiently.
4. To comply with and help to implement PRCBC’s manual and policies including PRCBC’s Equality and Diversity Policy and Safeguarding and Child Protection Policy and Procedures.
5. To act in an ethical manner that upholds the good reputation of PRCBC.
6. To closely follow instructions, retain a professional approach throughout, and to be highly focused and well organised, with excellent attention to detail.

**PERSON SPECIFICATION**

**Essential Criteria**

The successful applicant will have the following qualities, skills, abilities andexperience.

**Skills**

1. Excellent organisational skills, including maintaining electronic filing systems.
2. Excellent ability to communicate with people at all levels clearly in writing, in person and on the telephone.
3. Good IT skills, including ability to work with a case management system, as well as confidence in using other IT applications and Microsoft/Apple software, such as Outlook, Excel, Adobe e-bundling, Zoom and TEAMS.
4. Excellent organisational and time management skills, including ability to work under pressure and to tight deadlines without compromising standards.

**Abilities**

1. Ability to work well as part of a team and form effective working relationships with others.
2. Ability to work on own initiative, to manage a busy workload, to meet deadlines, and to manage priorities.
3. At all times to use care, skill, and diligence.
4. Ability to use initiative, be flexible and prioritise between competing tasks.
5. Ability and willingness to work one Saturday a month, and outside usual office hours as necessary.
6. Ability to work under pressure and to tight deadlines.
7. Ability to learn and develop skills quickly, and to recognise limitations of own experience and knowledge and ability to learn from mistakes.

**Experience**

1. Minimum 3 years general administrative experience, demonstrated with evidence.
2. Demonstrable commitment to social justice and to working in the field of children’s rights, or working with vulnerable people.
3. Demonstrable commitment to delivering a high quality of client care, including working in a respectful and compassionate way with colleagues and clients from a wide range of cultural, ethnic, and educational backgrounds and with a range of different needs.

**Desirable Criteria**

1. Experience in managing your own and others’ work.
2. Experience of working in a supporting role within a charity.
3. Experience of using case management systems.

**CONDITIONS OF EMPLOYMENT - MAIN TERMS**

The post-holder will be based at PRCBC’s office in Hammersmith, London.

This is a part-time post for 3 days a week (pro rata) for the right candidate. Core hours are between 9:30am-5:30pm

There may be an opportunity to work from home once a week after successful completion of probationary period. The postholder would need to be available for one Saturday per month.

Holiday entitlement will be 28 days a year, plus public holidays (pro rata)

All appointments are subject to a 6-month probationary period.

The postholder will be required to undergo periodic Enhanced Disclosure and Barring Service (DBS) checks.

The postholder must have the right to work in the UK.

Level of Responsibility: the post-holder will report to and be accountable to PRCBC’s CEO/Senior Supervising Solicitor.