**Fighting together for free access to justice**

**ROLE PROFILE: RECEPIONIST**

|  |  |  |  |
| --- | --- | --- | --- |
| **Job Title**: | Law Centre Receptionist | **Reports To**: | Supervising Solicitor |

|  |
| --- |
| **Role Purpose:** |
| A sympathetic and committed individual is required as a receptionist to meet and welcome members of the public who call in or contact our office. The office has been established as part of our campaign to fight the cuts to advice and to provide free legal advice and representation to the residents of the entirety of the Greater Manchester region.If you share our passion for social justice and would like to assist in delivering our aspiration to be the leading community Law Centre in Britain, please get in touch. We would like to talk with you. |

|  |  |
| --- | --- |
| **Hours:** | * The role requires a minimum commitment of six hours on at least one day.
* Days can be flexible and to suit individual availability.
* Rotas can be arranged with other volunteers on occasion of unavailability.
 |

|  |
| --- |
| **Key Accountabilities:** |
| * Reception and welcome desk, being a friendly face and making visitors feel supported.
* Provision of client services, such as signposting, referral and internet research.
* Answering telephone calls and email enquiries and transferring them if appropriate to the relevant member of staff or volunteer
* Maintaining a client database and other GMLC information systems.
* General office duties: answering email, phone calls and dealing with post, visitors and deliveries.
* Ensuring Law Centre and other relevant information leaflets are up to date and on display.
* Ensuring a safe, clean and tidy environment and assisting with general building functionality.
 |

|  |
| --- |
| **Person Specification:** |
| **Qualifications:** | * No formal qualifications are needed
 |
| **Knowledge & Experience:** | * Experience working in an office environment would be helpful.
* Good working knowledge of office software systems such as word processing, spreadsheets, database, email, and calendars.
 |
| **Skills:** | * Excellent telephone manner.
* Computer literacy
* Good organisational skills
* Good interpersonal skills
 |
| **Personal Qualities:** | * Friendly, helpful, empathetic and cheerful disposition.
* Attention to detail and patience.
* Ability to remain calm and courteous under pressure.
* Passion for delivery and maintenance of high levels of service.
* Self-motivation with the ability to work unsupervised and on own initiative.
* A team player with a ‘can do’ attitude.
 |

|  |
| --- |
| **Greater Manchester Law Centre History & Values:** |
| *Greater Manchester Law Centre is an organisation that aims to provide free legal advice and representation to the residents of the entirety of the Greater Manchester region. Our work focuses on the needs of clients who for multiple reasons of exclusion cannot access legal help from private solicitors.**We aspire to be a leading community Law Centre in Britain, with a strong legal practice providing expert advice, casework and representation, enabling people in Greater Manchester to be active citizens, to protect and promote their interests, to understand their legal rights and, when necessary, to enforce them.**As well as offering legal advice, Greater Manchester Law Centre will campaign for the restoration of comprehensive legal aid as an essential part of the welfare state. In addition, continuing in the tradition of campaigning law centres, our longer-term goals will also be to encourage the future generations of social welfare lawyers.* |