

JOB DESCRIPTION

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE

POSITION: Traineeship – Certificate III Business Administration (Legal)

REPORTS TO: Principal Solicitor/Coordinator

HOURS: Full time
35 Hours per week including on-site study
(9.00am – 1.00pm & 2.00pm – 5.00pm Weekdays)

TERM: 12-month contract

CLASSIFICATION: Social, Community, Home Care and Disability Services Industry
(SCHCADS) Award – Level 1.1 = \$26.59 per hour

Salary sacrifice is available.

LOCATION: 215 Beardy Street Armidale NSW 2350

POSITION

CONTEXT: The North & North West Community Legal Service is a not-for-profit organisation operating as a generalist community legal service, to provide free legal assistance in the region, especially to those who are unsure about their needs, uncertain where to go for assistance or unable to afford the advice of a private solicitor.

PURPOSE OF

THE POSITION: To deliver an administrative service and to assist the staff of the North & North West Community Legal Service Inc.

MAIN DUTIES AND RESPONSIBILITIES:

GENERAL – requirements of the position

- Good communication and social skills
- Good operational knowledge of computers and other office equipment
- An understanding of the philosophy, purpose, objectives and values of the Service
- Ability to work co-operatively as part of a small team
- Be able to prioritise tasks

MAIN DUTIES

- Frontline client service support either face to face or by telephone.
- General administrative assistance.

- Acquire a good understanding of the areas of law practiced within our Service to enable appropriate provision of appointments or referrals.
- Knowledge and use of Microsoft office applications, Outlook Calendar, and email using both Outlook and Gmail.
- Accurate and timely filing.
- Data entry.
- Assist Principal Solicitor and other staff as requested.
- Participate in staff meetings and any appropriate staff development workshops.

**SELECTION
CRITERIA:**

1. Confidence and experience using telephones.
2. Ability to work as a member of a team, take direction by supervisors and maintain confidentiality.
3. Good interpersonal and communication skills.
4. Experience and skills in a range of computer systems/programs including Microsoft Word.
5. Organisational skills, including the ability to meet deadlines, prioritise and manage competing priorities.
6. Successful completion of Year 10 or equivalent.
7. Willingness to undertake and complete Certificate III Business Administration (Legal), through online study.