

# WEstjustice

<b>Job Title</b>	<b>Office Administrator</b>
<b>General</b>	
<b>Vision</b>	WEstjustice believes in a just and fair society where the law and its processes don't discriminate against vulnerable people, and where those in need have ready and easy access to quality legal education, information, advice and casework services.
<b>Purpose</b>	To service the legal needs in the West in a way that addresses the systemic nature of disadvantage.
<b>Reports to</b>	Director Operations (as well as indirect reporting lines to Director of Youth Law and Director of Policy Innovation & Enterprise)
<b>Term</b>	See Contract
<b>Scope</b>	You will be assigned to the Operations Team for general supervision and support but will be provided with the opportunity to work across other programs and projects based on service requirements.
<b>Key Responsibilities/Expectations</b>	
	<ul style="list-style-type: none"> <li>• Provide reception services including answering calls and attending to clients (remotely and when appropriate, in person) and provision of information about the Centre's services and other relevant community services</li> <li>• Refer clients to appropriate legal and other services</li> <li>• Schedule appointments and manage the Centre's diary</li> <li>• Timely entry of client data into client database and use of database reporting function to provide teams with prompt and accurate data reports</li> <li>• Maintain orderly administrative and office e-filing and hard-copy filing systems for client, office and financial matters</li> <li>• Provide general administrative support for lawyers (and financial counsellors) as appropriate</li> <li>• Provide administrative support to senior employees in relation to projects, policy work and measurement and evaluation reporting</li> <li>• Provide basic social media and communications support to team staff</li> <li>• Assist with supervision, induction and training of new employees, volunteers and students in relation to administrative processes</li> <li>• Assist with day to day office requirements including but not limited to IT, ordering publications, archiving, management of amenities and equipment and general office purchasing needs</li> </ul>
<b>Qualifications &amp; Skills</b>	
<b>Key Selection Criteria</b>	<p><b>Mandatory</b></p> <ol style="list-style-type: none"> <li>1. Substantial experience in office administration, ideally in a fast-paced legal environment or not-for-profit community organisation</li> <li>2. Strong computer skills, including a high level of proficiency with Microsoft Office Suite (particularly Excel)</li> <li>3. Experience using the CLASS database or demonstrated experience</li> </ol>

	<p>with client management systems, as well as sound data-management skills</p> <ol style="list-style-type: none"> <li>4. High level of IT literacy, including an interest in social media and communications</li> <li>5. Excellent time management, initiative, planning and organisation skills, including an ability to prioritise work and meet deadlines</li> <li>6. High degree of professionalism and judgement with the ability to maintain a high level of confidentiality</li> <li>7. Ability to work in a team of lawyers and administrators and contribute to continuous work flow improvement under the direction of senior employees,</li> <li>8. Strong commitment to social justice, including a demonstrated understanding of the social context of law and the issues faced by vulnerable communities and the ability to contribute to WEstjustice’s systemic impact work</li> <li>9. Understanding of and commitment to WEstjustice’s Vision, Purpose, Strategic Plan and Impact Areas.</li> </ol> <p><b>Desirable</b></p> <ol style="list-style-type: none"> <li>1. Experience with social media / communications functions</li> <li>2. Experience supporting the implementation and reporting relating to measurement and evaluation frameworks.</li> </ol>
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*Last Reviewed: December 2020  
Next Review: December 2021*