
University of Sunderland

Role Profile

Part 1

Lifechanging



University of
Sunderland

Law Clinic Legal Administrator

Job Title:	Law Clinic Legal Administrator
Reference No:	
Reports to:	Director of Clinic
Responsible For:	N/A
Grade:	C
Working Hours:	37 hours per week (over 11 months of the year as clinic is closed in August each year)
Faculty/Service:	Faculty of Business Law and Tourism
Location:	St Peter's Campus Sunderland
Main Purpose of Role:	<p>To ensure the efficient office administration of the University Law Clinic providing support to the Clinic Director and assist in the smooth running of the practice by providing a range of support services within the general office administration function.</p> <p>There is an expectation for the successful candidate to use a high degree of self-management and initiative.</p> <p>There is responsibility for the development and ongoing operational management of all administration processes and systems.</p> <p>Support the delivery of projects and activities that will enhance the University's profile and maintain its reputation, particularly through the development, delivery and promotion of stakeholder engagement opportunities.</p> <p>The post-holder will be highly professional, have excellent interpersonal skills to be able to liaise with clients professionally and empathetically, be highly skilled at managing projects and databases (including a working knowledge of case management systems) and able to deliver work of a high quality to deadlines and with strong attention to detail.</p> <p>The role holder will be a motivated and organised team-player who is comfortable making their own decisions and able to provide clear instructions and directions to colleagues and suppliers.</p>

Key Responsibilities and Accountabilities:

Overview of typical duties.

- To monitor correspondence via email, voicemail or post from new enquiries, existing clients, partners/external organisations and respond immediately or refer to Clinic Director/Firm Supervisor for guidance before response is made.
- Liaising with students, the clinic director and the IT department to set students up on the secure computer systems, generating accounts and log in details for students on the case management system before the start of the academic term.
- Liaise with all clients following their initial contact to the law clinic. Ensure they are informed of GDPR and obtain consent to maintain their details on our system. Carry out conflict of interest check following initial contact to ensure we adhere to our professional regulations.
- Responsible for sending all client correspondence either via email or post.
- Set up any TEAMS interview with clients and students. Ensuring clinic calendar is completed correctly following any client interview booking.
- Assist with any printer/scanning issues and video camera use – i.e. setting up and downloading the recordings to be saved to the case management system after interviews with clients conducted.
- Review, amend and develop existing Law Clinic administrative processes, such as operational guides, on an ongoing basis to meet operational demand.
- Comply with all regulations from the Solicitors Regulations Authority. Prepare any required data reports and liaise with accounts to arrange payment of the yearly practicing certificate fees.
- Create appraisal schedules, liaising with the Clinic Director, all firm supervisors and modules leaders for the LLB and LPC, to ensure availability and to prevent any clash in the academic assessment schedule.
- Book meeting rooms/lecture theatres/other communal spaces for law clinic projects and events.
- Create flyers or Eventbrite links for any external projects or events.
- Compile and maintain invitee lists for law clinic events. Keeping this regularly updated.
- Compile and maintain equal opportunities monitoring forms for all client enquiries received
- Compile and maintain details of all enquiries received, so type of work and whether we can assist or have to signpost to another organisation.
- Liaise with LawWorks quarterly with details of the number of enquiries received and equal opportunities monitoring information.
- Set auto replies for email and liaise with the Telephony team to set up voicemail and Digital Content team to update webpage
- Support other clinic users to understand key administrative processes within clinic, provide relevant guidance and overview
- Provide supervisory cover to student volunteers in administrative tasks
- Provide appropriate administrative support to student law firms and supervisors
- General record keeping and filing

- Order stationery as and when required.
- Archive any/all paper files
- Maintain a professional law clinic office environment including

**Special
Circumstances:**



Part 2A: Essential and Desirable Criteria

	<i>Essential</i>
	Qualifications and Professional Memberships: Knowledge of legal practice and experience within a legal professional environment.
	Knowledge and Experience: Good understanding of office practices and procedures in professional workplace Confidentiality in the Professional workplace
	<i>Desirable</i>
	<i>Qualifications and Professional Memberships:</i> Law Degree CILEX
	Knowledge and Experience: Understanding of the role of a pro bono Law Clinic within a university setting and experience of working with Trainees Solicitors or students Understanding of the importance of the Solicitors Code of Conduct and Principles.

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage	Understanding of operational protocols within a legal practice or professional work environment
	Good awareness of role of Legal Education
	Experience of the use of a case management system, such as CLIO
	Excellent understanding of Office 365 and other software packages, as well as TEAMS, Zoom and similar online platforms

	Excellent communication skills
	Client protocols and practices in a professional environment
	Use and understanding of the nature of the operational features of a clinical legal environment and the application of this understanding to key reports and information for dissemination
	Flexibility and patience
Date Completed:	