* **Job Title: Legal Services Co-ordinator/Trainee in-court Adviser**
* **Location:** Airdrie Citizens Advice Bureau
* **Hours per week:** 35 hours per week
* **Type of contract:** Permanent, subject to funding
* **Salary:** £25,000 - £27,000FTE (experience dependant)
* **Closing Date: 01/09/2023**
* **Interviews:** TBC

**Role purpose**

We are looking for a highly motivated, enthusiastic individual for a Legal Services Coordinator/trainee in-court adviser who can coordinate the enquiries and caseload for Airdrie CAB SLAB funded Legal Services Division. Working within a small but busy department, this is a fast paced and varied role and as such, we are looking for someone who is ready to take on a new challenge and develop their skills. The post holder will operate within the agreed policies of Airdrie CAB and ensure effective implementation of organisational systems including referrals, allocation, case management, monitoring, recording and reporting of work and outcomes.

**Employee benefits**

Airdrie Citizens Advice Bureau offers excellent terms and conditions and is an inclusive employer considering flexible working arrangements where appropriate. For more details of some of the other benefits on offer to our employees, please contact us for more information.

**How to apply**

For further details and information on how to apply, please contact elaine.tocock@airdriecab.casonline.org.uk.

**Equality & diversity monitoring**

To help Airdrie Citizens Advice Bureau monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form separate from your other application documents by emailing it to: andrew.potts@airdriecab.casonline.org.uk

**Job Description**

**Key Responsibilities**

* Provision of co-ordination of legal services and arrange and manage appointment system
* Liaise with clients, other agencies and law firms etc. on behalf of Legal Services solicitors
* Keep all records confidential, safe and accessible for future retrieval
* Maintaining physical and electronic filing systems
* Photocopying, scanning and other administrative functions
* Liaise with Bureau and CAS IT Support regarding any technical issues
* Maintain supplies and order stationery/equipment for the Legal Services
* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service and the organisation.
* At all times, demonstrate commitment to the aims and policies of the CAB service
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues

**Professional Development**

* Advocate the Citizens Advice Bureau at all times
* Prepare for and attend supervision sessions/staff meetings/working group meetings as appropriate
* Assist with project initiatives for the improvement of services.

# Person specification

**Desirable**

* Excellent communication skills - able to communicate ideas in writing and orally
* Excellent organisational skills
* Ability to work to tight deadlines and respond quickly to new demands
* Ability to work as part of a team, good communicator
* Commitment to quality customer care
* Willing to be flexible and adaptable in meeting the needs of the service
* Able to work on own initiative
* Ability to operate as a team player and communicate effectively with colleagues and managers.
* Minimum 2 years work experience in office systems and procedures
* Experience of working in the legal sector
* Awareness of the social needs of local communities and services provided by the voluntary sector

**The Airdrie** **Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**

**Airdrie Citizens Advice Bureau** - **Charity number: SC012238**