

**JOB DESCRIPTION FOR THE POSITION OF PART-TIME  
ADMINISTRATOR (12 MONTH FIXED TERM CONTRACT)**

Job Title	Administrator (Part –Time)
Employer	Community Law & Mediation (CLM)
Reports to	The Office & Finance Manager
Salary	Details available on request
Hours	19.5 hours per week, as follows: <ul style="list-style-type: none"> <li>• 9.30 am – 5pm Monday</li> <li>• 9.30 am – 5pm Tuesday</li> <li>• 9.30am – 5pm Wednesday</li> </ul>
Duration of Contract	Fixed term for 12 months, subject to the successful completion of a 3-month probation period.
Start Date	Immediate
Location	CLM Offices, Northside Civic Centre, Bunratty Road, Coolock, Dublin 17.  During lockdown the successful candidate will be working from home.
Application Deadline	5pm, Wednesday March 3 <sup>rd</sup> 2021.
Proposed Interview Date	2 <sup>nd</sup> week in March

### Background to CLM

Community Law & Mediation (CLM), previously known as Coolock Community Law Centre, was established on in 1975, as the first, independent, community-based law centre in Ireland. In 2012, we opened a second community law centre in Limerick and in 2021, we launched Irelands first environmental justice centre.

CLM works to empower individuals experiencing disadvantage through:

- Free legal information, advice and representation;
- Free mediation and conflict coaching;
- Information and education; and
- Advocating for Change

CLM's free legal advice clinics offer support in many areas of law such as employment, social welfare, housing, family and environmental law. For the duration of the Covid-19 restrictions, we are running free legal advice clinics via telephone.

## Key Responsibilities

- Reception
  - Greeting all visitors.
  - Handling queries via phone, transferring calls as necessary and logging calls through the client management system (Keyhouse).
  - Handling post and general correspondence.
  - Diary management, booking appointments and management of meeting rooms.
  - Ensure information leaflets are well stocked and displayed in the main reception area.
  - Ensure reception is kept neat and tidy at all times.
  
- CLM free legal advice clinics
  - Co-ordinating the free legal advice clinics alongside the Legal Secretary.
    - Managing queries and follow up calls on the free legal advice clinics via phone.
    - Co-ordinate clinic appointments for clients and completing all necessary documentation.
    - Liaise with Solicitors and Barristers in relation to clinic appointments.
    - Data entry. Enter clinic advice sheet information into Keyhouse, CLM's client management system.
  
- Administrative duties
  - Administrative support to CLMs Limerick office
  - Liaising with external office suppliers.
  - Typing, filing and photocopying when required.
  - Administrative support to the Office and Finance Manager, Senior Administrator and Legal Secretary.
  - Such other tasks as may be necessary to assist with the work of CLM.

## Person Specification

### Essential

- Strong organisational skills with excellent time-keeping capabilities.
- Strong communication skills, both verbal and written.
- Happy working as part of a team and on own initiative.
- Strong IT capabilities – good MS Office skills
- Ability to produce highly accurate work.
- Strong numerical abilities.
- Ability to take initiative.
- A minimum of three years' experience working in an administrative/reception role.
- Excellent telephone manner.

- Ability to work calmly under pressure when dealing with difficult situations.
- A secretarial course, ECDL or other relevant post leaving cert qualification.

### Desirable

- Preferably the administration experience is within a legal environment.
- Advanced Excel skills.
- Experience working on client management database, ideally Keyhouse.

### Application

Please email completed [application forms](#) and CV, to [Denise Leavy](#), Office & Finance Manager, CLM.

The closing date for receipt of applications is **5pm on Wednesday 3<sup>rd</sup> March 2021**. It is envisaged that the Interviews will be held in the 2<sup>nd</sup> week of March, possibly via Zoom, depending on the restrictions in place at that time.

To view CLM's fair processing notice, please click [here](#).

Community Law & Mediation is an equal opportunities employer.