1. Job Details

Job title: Pro-Bono and Clinical Legal Education Assistant (GH)

School Department: Edinburgh Law School

Line manager: Head of Postgraduate Taught Programmes

2. Job Purpose

To be a member of the Clinical Legal Education and Pro Bono team providing efficient and effective administrative support for all matters related to delivery of the Clinical Legal Education and Pro Bono activities. The post holder will also provide support for the administration of the Free Legal Advice Centre (FLAC).

3. Main Responsibilities

1. Administrative support to all pro bono activities, including the FLAC, to include: monitoring calls, emails and all in person and electronic communications with students, staff, supervising solicitors and members of the public; assisting with arranging client appointments and other diary management; creating and maintaining accurate and confidential records and informing all relevant people of any changes; providing support to users on Clio, the Case Management System. 70%

2. To provide administrative assistance to any other teaching or extra-curricular activities which relate to Clinical Legal Education or Pro Bono, in collaboration with the Director of Clinical Legal Education and Pro Bono and the Administrator. 20%

3. Other duties as assigned by the Line Manager, Director of Clinical Legal Education and Pro Bono or Clinical Legal Education and Pro Bono Administrator. 10%

4. Planning and Organising

- Expected to plan and prioritise own work activities on a daily and weekly basis, taking into account the academic calendar and requirements of Clinical Legal Education and Pro Bono, to ensure operational efficiency.
- Required to maintain multiple spreadsheets and records with varying degrees of complex information, and both electronic and hard copy files.
- The ability to prioritise to ensure that work is completed to a high standard and on time, whilst remaining flexible to provide assistance to colleagues when urgently required.
5. **Problem Solving**

- Dealing confidently and tactfully with enquiries (from students, staff and members of the public) with the use of policies, procedures and guidance from Senior Staff.
- The post requires a reasonable level of initiative, flexibility and confidence to problem-solve on a daily basis.

6. **Decision Making**

The majority of decisions on a day-to-day basis are made independently by the post holder and include prioritising his / her own workload. Examples include:

- Prioritising work and conflicting demands from a wide range of people
- Deciding how best to respond to enquiries by email, telephone and in person
- Decide which enquiries can be dealt with by post holder and which need to be referred to another member of staff

7. **Key Contacts/Relationships**

- The Director of Clinical Legal Education and Pro Bono, Clinical Legal Education and Pro Bono Assistant, Head of Postgraduate Programmes and all professional service colleagues in the Annex and School UG, PG and Resources Teams.
- Students from the Law School
- External contributors
- The Law Society of Scotland and legal firms
- Clients and potential clients of pro bono services offered by the Law School.

8. **Knowledge, Skills and Experience Needed for the Job**

- Vocational qualifications (N/SVQ 2/3, ONC or equivalent) plus a typically 1 years’ work experience in a relevant role; or school education to Standard Grade or equivalent plus typically 2 years’ relevant work experience.
- Competent written and verbal communication skills with a strong customer focussed attitude.
- Good IT skills in Microsoft Office (Word, Excel, PowerPoint, Outlook).
- Analytical and problem solving skills with a pro-active approach to seeking out information.
- An ability to maintain confidentiality at all times.
- Proven ability to work as team member whilst under pressure.
- A good level of organisational, decision-making, time management and prioritisation skills.
- The ability to draft correspondence and documents to a high standard, using standardised templates when appropriate.
- Proven ability to plan and progress work with minimal supervision once clear guidance has been issued.
- The ability to respond professionally to requests from students, staff, legal professionals, members of the public etc.
- Ability to deal with sensitive material confidentially and discreetly, abiding by data protection regulations.
- Ability to develop a good understanding of policies and procedures relevant to the role.
- Knowledge of and commitment to equality and diversity requirements.
• Flexible approach to duties.

**Desirable**
• Experience of using databases for inputting and managing data.
• Experience of working in a university law clinic.

**9. Dimensions**
• Member of the Clinical Legal Education and Pro Bono team at Edinburgh Law School.
• Provides professional services support to the Director, Administrator, Students, members of the public and volunteer Solicitors.

**10. Job Context and any other relevant information**
The post holder is a first point of contact for members of the public. They must be flexible and willing to adapt to a wide variety of working environments with a high standard of resourcefulness. FLAC clinics operate on Monday evenings from 1800-2000 and at various times throughout the working week. The post holder may be required to adjust working hours to be available for the start of some clinics, which are offered face-to-face and virtually.

The role is offered on a 20hr per week Guaranteed Hours (‘GH’) contract over 12 months, beginning in August 2022. Hours worked will be confirmed before payment is made.