



Public (Direct) Access Administrator
Job Description and Person Specification

General Duties

- To deal with all enquiries coming into Chambers via the Public Access route,
- To follow up all visits, phone calls, emails and other enquires from Clients and to filter and evaluate such enquiries,
- To identify the initial issues involved and outline to the Client the various stages of the process involved,
- To identify the shortlist of Barristers suitable for the case,
- To liaise with Barristers and staff to assess the validity of cases and agree on next stages,
- To organise and arrange meetings between the Client and Barristers as required,
- To record the enquiries on the CRM system and update the status at various stages through to a conclusion of being accepted or rejected,
- To undertake the administration aspects of the case, including the financial aspects in terms of billing and collection,
- To provide support to the barrister and undertake basic case preparation as required.

Person Specification

Essential

- Experience within a legal organisation providing services directly to consumers,
- Experience within an organisation providing service in Immigration Law (either law firm, charity or other NGO)
- Ability to understand legal requirements and explain the process/stages to the public involved in a clear and concise way,
- Good client skills as this is a front facing role, comfortable on the phone, ability to listen,
- Good academic background - law degree or equivalent
- Good IT skills (including Word, Excel)

Desirable

- Knowledge and understanding of rules governing this area of work for Barristers.