

## Just for Kids Law Client Engagement and Support Assistant

	<b>Role Description</b>
<b>Role</b>	Client Engagement and Support Assistant
<b>Reporting to:</b>	Co-lead and Director of Development
<b>Organisation purpose:</b>	<p>Just for Kids Law exists to work with and for children and young people to hold those with power to account and fight for wider reform.</p> <p>We do this by providing legal representation and advice and through strategic litigation, policy influencing and campaigning.</p>
<b>Context:</b>	<p>The Central Services Team support the charity to deliver its mission providing Administration, Finance, HR, Communications, New Client Enquiries and Fundraising.</p> <p>The Team aims to provide high quality support across the organisation and is also the first point of contact for visitors and telephone enquiries including vulnerable children and young people seeking support.</p>
<b>Role purpose</b>	The purpose of the Client Engagement and Support Assistant is to be the first point of contact for the charity, managing New Client Enquiry referrals and signposting processes, and to reach out to community organisations for both referrals and signposting on. The new role will provide administrative support to the Senior Management and Finance Teams and support implementation of monitoring and evaluation systems.
<b>Key accountabilities</b>	<b>Key activities/tasks</b>
<b>Client Services</b>	<ul style="list-style-type: none"> <li>Acting as first point of contact for any issues, answering the telephone and online enquiries, referring clients to the legal team and responding to all general organisation enquiries directly or with the appropriate team member.</li> <li>Signposting children and young people and their families to partner organisations where Just for Kids Law does not provide the advice and support they need.</li> <li>Developing and maintaining a signposting database of organisations to signpost clients to.</li> <li>Researching and reaching out to community organisations to raise awareness of Just for Kids Law services among the children and young people they work with.</li> <li>Managing and curating information for the legal team about organisations and external support available for children and young people.</li> <li>Ensure safeguarding and data protection policy and guidelines are adhered to.</li> <li>Providing support to children and young people we are working with e.g. booking emergency accommodation, transport etc</li> </ul>

	<ul style="list-style-type: none"> <li>Managing Hardship Fund request administration</li> </ul>
<b>Administration</b>	<p>Provide administrative support for the Senior Management, Legal and Finance Teams including supporting:</p> <ul style="list-style-type: none"> <li>The production and distribution of Board Papers and organising and managing attendance at Board Meetings.</li> <li>Management of SMT diaries and booking meetings.</li> <li>The administration of Legal Aid Billing and co-ordinating legal team input.</li> <li>Supporting the management and secure archiving of client legal files, in line with data protection requirements</li> <li>Acting as first point of contact for visitors to the office.</li> <li>Providing general administrative assistance to HR as needed, including the coordinating of meetings and sifting recruitment applications when required.</li> <li>Ad hoc administrative tasks.</li> </ul>
<b>Monitoring and evaluation</b>	<ul style="list-style-type: none"> <li>Input client details into client database at the time of referral.</li> <li>Support the client team to collect and report client information, undertake surveys and gather feedback as part of monitoring and evaluation processes.</li> <li>Monitor client information input and collation to ensure timely reports are produced for funders.</li> <li>Using knowledge and experience of systems, support the development and refinement of M&amp;E systems.</li> </ul>
<b>General responsibilities</b>	<ul style="list-style-type: none"> <li>Attending and participating in internal meetings as required.</li> <li>Being a positive, cooperative, and constructive team member, upholding the values of Just for Kids Law.</li> <li>Representing and promoting the organisation's work positively.</li> <li>Carrying out all work with due regard to Just for Kids Law's policies and procedures.</li> <li>Promoting Equality and Diversity principles in all aspects of work.</li> <li>Carrying out any other duties which fall reasonably within this role.</li> </ul>
<p><b>Updating this role description</b></p> <p>This is a description of the job as it is presently constituted. It is the practice of Just for Kids Law to periodically review role descriptions and to update them. This process will be conducted in consultation with you. It is the aim of the organisation to reach agreement on any changes but if agreement cannot be reached, the organisation reserves the right to insist on such changes to your job description, after consultation with you.</p>	

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	<b>Essential</b> (must have to carry out the work)	<b>Desirable</b> (not essential but preferable)
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of the youth or legal sector, issues affecting young people and the rights and entitlements of young people</li> <li>• Knowledge of services and support available to children and young people in London</li> <li>• Knowledge of office administration systems and processes</li> <li>• Knowledge of monitoring and evaluation systems and client databases</li> </ul>		<p style="text-align: center;">x</p> <p style="text-align: center;">x</p> <p style="text-align: center;">x</p>
<p><b>Experience of:</b></p> <ul style="list-style-type: none"> <li>• Communicating directly with members of the public, preferably those who may be experiencing crisis or difficulties</li> <li>• Using data recording systems</li> <li>• Providing administrative support</li> <li>• Experience working in the charity sector</li> </ul>	<p style="text-align: center;">x</p> <p style="text-align: center;">x</p> <p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>
<p><b>Qualifications and training</b></p> <ul style="list-style-type: none"> <li>• Evidence of broad education to at least A-level standard or equivalent</li> <li>• Child safeguarding training</li> </ul>	<p style="text-align: center;">x</p>	<p style="text-align: center;">x</p>
<p><b>Skills and abilities</b></p> <ul style="list-style-type: none"> <li>• Excellent communication skills with a professional telephone manner</li> <li>• Ability to remain calm under pressure and when working with people in distress</li> <li>• A high level of computer literacy with a good standard of writing as well as proficiency in Microsoft applications (Word, Outlook, PowerPoint, Excel, etc.)</li> <li>• Accurate written communication and a keen eye for detail</li> <li>• Ability to communicate with a variety of people in a friendly, professional, and confident manner</li> <li>• Ability to research and engage external community organisations and to compile clear information on their services</li> <li>• Ability to work collaboratively across teams</li> <li>• Strong organisational and time management skills, with the ability to prioritise tasks.</li> </ul>	<p style="text-align: center;">x</p>	

<p><b>Qualities</b></p> <ul style="list-style-type: none"> <li>• Motivated to support and find solutions for children and young people in need</li> <li>• A highly trustworthy and organised individual who can respect and keep confidentiality and with an ability to problem solve</li> <li>• Friendly, approachable, and professional</li> <li>• Respect young people and champion effectively for their rights</li> <li>• Energetic, self-motivated, and organised individual demonstrating interest in and commitment to the organisation's objectives.</li> </ul>	<p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p>	
<p><b>Other requirements</b></p> <ul style="list-style-type: none"> <li>• Prepared to work out of hours occasionally</li> <li>• Willing to attend training as required for this role</li> </ul>	<p>x</p>	<p>x</p>

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