



## Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

**Job title:** Legal Advice Clinic Co-ordinator

**Department/Division:** LSE Law School

**Accountable to:** LSE Legal Advice Clinic Director

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	Educated to A level or NVQ3 equivalent or comparable level of ability, e.g. through relevant experience.	E
	Experience handling confidential and sensitive information with tact, discretion and professionalism.	E
	Experience of using standard Microsoft Office software at Intermediate or Advanced level - Word, Excel, Outlook, PowerPoint, Teams and Forms.	E
	Knowledge of GDPR and experience in handling sensitive and confidential data.	D
	Experience of working in a legal advice clinic or other legal environment in an administrative capacity	D
	Familiarity with cloud based legal case management systems such as Clio.	D
<b>Communication</b>	Excellent written and verbal communication skills, with the ability to communicate effectively and accurately with students, legal supervisors, clients, and external partners.	E
	Ability to display empathy and sensitivity when dealing with clients whilst retaining a professional distance.	E
	Ability to write a wide range of documentation including reports, operational procedures and promotional materials.	E
<b>Planning and Organisation</b>	Strong organisational skills, with the ability to multi-task and complete tasks promptly, accurately and with attention to detail.	E
	Experience in managing schedules, systems, coordinating appointments, and maintaining accurate records.	E
<b>Service Delivery</b>	Commitment to providing high-quality administrative support to students, faculty, and clients.	E
	Ability to ensure a client-focused approach while handling enquiries and managing the client intake process.	E



	Commitment to ensuring service delivery adheres to both legal and academic requirements.	E
<b>Teamwork and motivation</b>	Ability to work collaboratively with students, academic staff, legal supervisors, and external stakeholders.	E
	Motivated to support a positive and professional learning environment for students.	E
	Willingness to contribute to team discussions, planning sessions, and the overall strategic direction of the clinic.	E
<b>Initiative and Problem Solving</b>	A 'self-starter' with a pro-active, adaptable and solution-focused approach towards workload, able to identify and resolve issues quickly and independently.	E
	Confidence in managing unexpected challenges, such as client or student scheduling conflicts or administrative hurdles.	E
	Ability to improve clinic operations for example through creative problem-solving, developing new procedures or improving administrative workflows in response to evolving needs.	E

**E – Essential: requirements without which the job could not be done.**

**D – Desirable: requirements that would enable the candidate to perform the job well.**