



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Legal Advice Clinic Co-ordinator (0.5fte / 17.5 hours per week)

Department/Division: LSE Law School. **Accountable to:** LSE Legal Advice Clinic Director

Job Summary

The Law Clinic Administrator will play a key role in the day-to-day organisation of LSE's newly established pro bono Legal Advice Clinic (the Clinic). This role involves managing the administrative functions, providing organisational support, and ensuring the smooth running of the law clinic.

The administrator will work closely with the Clinic Director and act as the primary point of contact for students, solicitor supervisors, and clients. They will handle client enquiries, schedule appointments and organise student and supervisor rotas. They will also promote opportunities to students, manage student recruitment and support with training.

The role is ideal for someone with strong organisational skills, attention to detail, and a passion for contributing to the professional development of law students and access to justice for clients.

The role is primarily campus based during term time and requires some evening work. Please see below in the "Flexibility" section for full details.

Duties and Responsibilities

- To manage efficiently and appropriately enquiries from prospective and existing clients, and from prospective and existing student volunteers, regarding the services of the Clinic.
- To coordinate with clients, students and Clinic staff in relation to the booking of appointments, management of client records, responses to clients and liaison with supervisors/students, and to maintain communication flow between relevant parties.
- To maintain appropriate use of relevant Clinic IT systems, including a document management system, and ensure appropriate use of Clinic IT systems by other staff and students.
- To be responsible for the management of the Clinic facilities, ensuring they remain fit for purpose and are properly maintained.
- To coordinate the recruitment of student volunteers for the Clinic and other pro bono opportunities including scheduling interviews and liaising with the students about training.
- To develop and implement the production of materials, information and other resources to enhance the administration of the Clinic.



- To coordinate the marketing and promotion activities of the Clinic and other pro bono projects both within the University and the wider community.
- To maintain a high level of customer service and ensure regular review is undertaken to measure satisfaction and to enable continuous improvement.
- To promote and sustain a constructive, supportive and friendly working relationship with colleagues, students and clients through efficient and proactive customer service.
- To manage the collection, compilation, analysis and editing of information concerning the activities of the Clinic for the inclusion in reports as required.
- To maintain an up-to-date operational knowledge of office systems, policies and processes, to help drive innovation and respond quickly and flexibly to change.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

This role is primarily campus-based during LSE term time, with limited scope for remote or hybrid working. Outside of term time, the role offers more flexibility in campus/remote working.

The nature of the Legal Advice Clinic is that contact with Clients can be outside of core working hours. Therefore, the post-holder may need to work in the evening on a regular basis while maintaining the overall 0.5fte / 17.5 hours per week basis of the role.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.