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## POSITION DESCRIPTION

# Administrator (Front Desk)

Position Level	5
Faculty/Division	Law
Position Number	ADMIN ONLY
Original document creation	xx /xx/ xx ADMIN ONLY

### Position Summary

The Administrative Assistant (Front Desk) will manage the Kingsford Legal Centre's front office space and assist in various administrative activities including data entry and collection, managing appointment systems, referral and resource collections. The Administrative Assistant is an active and essential member of the Centre's operations and will work closely with UNSW Law & Justice staff to provide support and perform administrative duties. The position will also supervise students working in the common areas of the Centre.

The role of Administrative Assistant reports to the Office Manager and has no direct reports.

### Accountabilities

Specific accountabilities for this role include:

- Provide high level administrative support to the Kingsford Legal Centre solicitor team.
- Act as the first point of contact for internal and external stakeholders, maintaining effective channels of communication, analysing requests and correspondence to prioritise as well as urgent and often sensitive matters.
- Provide effective specialist advice relating to administrative guidelines, processes and activities relating to the Centre's front office functions
- Develop and maintain the client appointment diary, the client database (CLASS), training and supervising students and volunteers on reception work; and staffing the reception
- Undertake induction and new starter process for new staff, students and visitors including access to systems and building and site orientation.

- Develop, coordinate and maintain relevant administrative systems for the Centre's volunteer program including rosters, information dissemination and management of records.
- Maintain and update the Centre's referral systems including non-legal community referrals, private solicitor referrals and free legal assistance services, and develop relationships with relevant referral stakeholders to ensure their contact information is correct and up to date.
- Under the supervision of the Principal Solicitor and Office Manager, coordinate and maintain the Centre's archive systems of both client and non-client files and material ensuring that we comply with requirements under Professional Indemnity Insurance obligations
- Draft agendas, minutes, correspondence, briefing notes, and guidelines for specific committees and meetings as required.
- Participate in relevant projects and business improvement activities to streamline processes and facilitate administrative efficiency
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#)
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

## **Skills and Experience**

- Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.
- Advanced time management, organisational and problem-solving skills, including the ability to meet deadlines.
- Well-developed interpersonal and written and verbal communication skills including experience in working with people from marginalised communities and clients from a CALD and/or ATSI background.
- Demonstrated experience providing effective customer service and support to clients at all levels.
- Highly proficient computer literacy with excellent skills in Microsoft Office applications.
- Ability to make sound judgements and work both independently and as part of a team.
- Demonstrated experience supporting and contributing to projects and initiatives.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

### **About this document**

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.

