

NORFOLK COMMUNITY LAW SERVICE

PERSON SPECIFICATION

Family Legal Services Officer

- Experience in an administrative role **Essential**
- Confident in speaking with a range of people over the telephone **Essential**
- Experience of working with those effected by Domestic Abuse **Desirable**
- A commitment to issues of equality and diversity and some understanding of barriers to accessing services **Essential**
- Ability to listen and communicate sensitively and effectively, both orally and in writing **Essential**
- Demonstrable experience/understanding of the importance of teamwork **Essential**
- Strong IT skills, especially Microsoft Office packages, with an ability to pick up new packages **Essential**
- Ability to plan and prioritise work **Essential**
- Ability to be self-motivating and self-managing **Essential**
- Ability to deal with emotional situations calmly and objectively **Essential**
- Attention to detail **Essential**
- Willingness to travel occasionally within and outside Norfolk. **Essential**
- Ability to attend occasional out of hours meetings and events as required **Desirable**