

PERSON SPECIFICATION

Mobile Legal Adviser (MLA)

Skills and Attributes:

Essential

- Demonstrate an understanding of the benefits of effective advice and advocacy skills, patience and tact, to be able to work with all clients, and the importance of empowering clients
- Demonstrate excellent verbal and written communication skills including presentation skills
- Ability to work independently with limited supervision
- Demonstrate the ability to work on own initiative as well as part of a team, to follow and adhere to management guidance structures
- Can show breadth of basic subject knowledge (including but not limited to Welfare Benefits, Immigration, Debt, Family etc.)
- Demonstrate the ability to follow instructions accurately, the ability to absorb large amounts of complex information quickly whilst ensuring attention to detail
- Experience of using a Case Management System
- Demonstrate the ability to write letters/reports and analyse complex information promptly
- Show excellent office IT skills to include use of up to date technology such as Word and Excel and social media
- Experience of working to demanding time scales in a pressurised environment
- An understanding of the issues faced by vulnerable and marginalised communities
- Ability to travel across Norfolk (own transport)

Desirable:

- English Law degree or equivalent such as a sound basic knowledge of the English legal system, the courts and tribunal process (including interlocutory processes) and interpreting legislation
- Knowledge of the workings of the public, private and voluntary sector
- Experience of using social media platforms, Google Analytics and content management systems.