

# Job Description & Person Specification

## Administrative Officer - Legal Aid

### Treasury - Social Security

#### What will you do?

Working in a fast paced team this role requires you to process claims and payments for the Legal Aid Scheme with a high level of accuracy as well as provide guidance, assistance and general support to Advocates and the public. This is an administrative role, with an emphasis on finance and customer service.

#### What does this involve?

##### 1. Technical duties

You will:

- Assess claims for payments and process them in accordance with IOMG Financial Regulations.
- Scrutinise evidence to ensure a claim for Legal Aid is substantiated.
- Make checks on the accuracy of information given in support of claims.
- Issue correspondence notifying applicants and/or Advocates of any additional documentation required.
- Request files from Advocates where appropriate and undertake any necessary research in order to ensure that the Scheme is administered under the guidelines of the Legal Aid Office.
- Maintain both paper and electronic records, in line with the current retention policy.

##### 2. Operational duties

You will:

- Deal with enquiries from members of the public, Advocates and other organisations.
- Ensure individual targets and performance measures are met.
- Attend and actively participate in team meetings and regular 1-2-1 conversations.
- Provide leave cover for other members of the team.
- Produce ad hoc statistical information.
- Undertake other duties as requested by management.

##### 3. Participate in the IOM Government People Qualities Framework

You will:

- Participate in the IOM Government People Qualities Framework and take responsibility for supporting positive personal development through regular conversations/support with your Line Manager.

##### 4. Assisting with other duties to meet business needs

You will:

- Ensure processes are continually reviewed and adapted using LEAN processing methods and contribute to business improvement.

- Perform such duties and observe and conform with such reasonable instructions as a person duly authorised by The Treasury may from time to time give.

## **5. Health and Safety**

You will:

- Be responsible for your own health and safety and the impact of your actions on others.
- Be responsible for identifying any possible risks or near misses to a responsible manager and/or the Health and Safety Group of the Social Security Division.

## **6. Integrity**

You will:

- Be expected to recognise that everyday business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all Social Security business and to uphold such confidences.

## **7. Reporting Framework**

You will:

- Report to the Legal Aid Team Manager, Social Security Division of the Treasury.

## **8. General Scope**

- This document is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of the duties to improve the work situation. This job description will be reviewed as necessary to reflect the future requirements of the Legal Aid Team of the Social Security Division.

## **9. Data Protection**

- The post holder will be responsible for ensuring compliance with all data protection, information governance and security policies and procedures relevant to their role and responsibilities. This specifically includes reporting data breaches to the Department's Data Protection Officer and taking responsibility for personal data collected, used and retained as necessary for their role and purpose.

## What do you need to be successful in this role?

	<b>Essential or Desirable</b>	<b>Method of Assessment</b>
<b>Credibility</b>		
Have 5 GCSE's at Grade C (4) or above (one of which must be in English Language) or equivalent qualification	<b>D</b>	CV
Previous experience in a customer service related environment	<b>E</b>	CV/Interview
Experience of dealing with people in difficult circumstances	<b>D</b>	CV/Interview
Experience of meeting the demands of a busy office environment where organising your time and workload are essential	<b>D</b>	CV/Interview
Experience in an accounts or finance based role would be advantageous as the role requires accuracy when working with numbers	<b>D</b>	CV/Interview
Has open conversations	<b>E</b>	Interview
Addresses the issues	<b>E</b>	Interview
Builds supportive relationships	<b>E</b>	Interview
Is professional and credible	<b>E</b>	Interview
<b>Capability</b>		
A good knowledge of Microsoft Applications	<b>D</b>	CV/Interview
Good communication skills, both face to face, written and on the telephone, with the ability to adapt your style to meet customers' specific needs	<b>E</b>	CV/Interview
Able to apply good organisational skills to working practices	<b>E</b>	CV/Interview
Logical, analytical and consistent approach	<b>D</b>	CV/Interview
Can evidence working with a high degree of accuracy at pace and under times of pressure	<b>E</b>	CV/Interview
Future focused	<b>E</b>	Interview
Makes considered decisions	<b>E</b>	Interview

Encourages innovation and supports change	<b>E</b>	Interview
<b>Character</b>		
Resilient and calm under pressure and deliver to tight deadlines	<b>E</b>	CV/Interview
Self-reliant and well organised – able to work independently with the minimum amount of supervision	<b>E</b>	CV/Interview
Good team player	<b>E</b>	CV/Interview
Has a flexible approach to work	<b>E</b>	CV/Interview
A confident, friendly and helpful manner with a strong focus on customer service and raising quality standards	<b>E</b>	Interview
Able to demonstrate a commitment to treating others with compassion, dignity and respect	<b>E</b>	Interview
Trusts and is trusted	<b>E</b>	Interview
Has positive energy and drive	<b>E</b>	Interview
Inspires, motivates and empowers	<b>D</b>	Interview
<b>Other requirements</b>		
Isle of Man Worker	<b>D</b>	Application