

Telephone Advisor

GUIDANCE NOTES FOR JOB APPLICANTS

Thank you for requesting details of this appointment. We are pleased to enclose an application form together with a job description, person specification and other information which will assist you to complete your application.

Equality and Diversity

The firm is committed to provide equal opportunities in employment, in the provision of services to clients and in the use of external services. This means that our clients, suppliers, all job applicants and employees will receive equal treatment regardless of sex (including gender reassignment), sexual orientation, race, colour, ethnic origin, nationality, disability, marital status, caring or parental responsibilities, age, or beliefs on matters such as religion and politics.

All employees, whether part-time, full-time or temporary, will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

The firm is committed to provide an environment in which the rights and dignity of all its employees are respected, and which is free from discrimination, prejudice, intimidation and all forms of harassment including bullying.

The Application Form

This has four pages that should be completed:

- Page one - requires information about personal details, name and address and work permits.
- Page two - requires information regarding education, qualifications, courses and publications.
- Page three - requires a detailed breakdown of employment history.
- Page four - requires a statement in support of the application, names and addresses of referees and should be signed by the applicant.

The form requires you to sign a declaration certifying that all the information you have provided is accurate. Please note that providing incorrect information or deliberately omitting any information requested, may result in either disqualification from the selection process, or if the discovery is made after appointment, summary dismissal.

The Job Description – this provides information on the duties required to perform the job being advertised. It will normally describe the main purposes of the job and the tasks and duties to be performed.

The Person Specification – this is a summary of the main characteristics a person needs to perform the job. This aids the shortlisting process and helps to avoid unfair recruitment by ensuring that only relevant and reasonable selection criteria are used.

It is essential when completing the statement in support of your application on page four that you address all the points listed in the person specification to show how your experience is relevant to the post, using examples to illustrate this. Each point on the specification can be used as a heading in your statement.

For photocopying purposes it is essential that applications are typed or completed in black ink. Completed applications should be returned in good time before the closing date, as applications received after this date cannot be considered due to timetabling of interview dates.

It is acceptable to send a CV with your application form/statement of support but CVs will not be accepted without a completed application form.

Closing Date: 1 March 2010

Job Description:

Maxwell Gillott is a leading Claimant education, health and social care law firm based in Lancaster and wholly owned by Simpson Millar that has offices in Birmingham, Bristol, Cardiff, Leeds, London, Manchester and Wimbledon. Our education law telephone advice line deals with a variety of calls, ranging from special educational needs tribunals, schools exclusions and admissions, local authority transport decisions, student cases and discrimination. The helpline is staffed by personnel having an excellent telephone manner, enthusiastic personality and some legal skills. It is not expected that applicants will have a knowledge of education law as full training in this area will be given on joining. After training, legal advisors are expected to give legal advice and if unable to do this at the time, to research the subject and where appropriate to open files to conduct case work including drafting reasons for appeals and correspondence.

PRINCIPAL RESPONSIBILITIES:

- Main Duty is to take inbound legal calls to the Helpline, deal with and if necessary do your own research to enable you to deal with the enquiry in an efficient and timely manner and to complete any necessary related case work
- Maintain internal records in relation to calls taken
- Prioritise & manage workload effectively
- To manage calls and cases, research information and provide a comprehensive legal advise service
- Provide prompt and accurate advice on various legal issues over the telephone and in writing
- Maintain up to date knowledge of services & procedures

SKILLS REQUIRED:

- Excellent telephone manner
- Enthusiastic personality
- Ability to deal with calls effectively and efficiently
- Ability to carry out legal research and to report findings clearly and concisely to the enquirer both orally and in writing
- Excellent customer service skills
- Very well developed written skills
- Ability to obtain relevant information from all callers and answer their queries directly or refer as appropriate.

PERSONALITY PROFILE:

- An ability to work under pressure whilst maintaining a friendly and co-operative approach towards staff, and callers
- A person who enjoys multi-tasking
- Excellent communication skills and a very clear telephone manner
- Someone who is enthusiastic, positive with the will and desire to succeed
- A person who is self motivated and works well either in a team or independently

Closing Date: 1 March 2010

Person Specification:

JOB TITLE: LSC Education Helpline Advisor

REPORTING TO: Elaine Maxwell / Emily Gent

SALARY: £15,250

Maxwell Gillott is committed to equality and diversity and welcomes applications from all sections of the community.

ESSENTIAL:

- Excellent customer service skills
- Confident and persuasive telephone manner
- Good team player who can work well both independently and with colleagues to achieve results
- Ability to deal with calls and casework effectively and efficiently
- Ability to carry out legal research and to report findings clearly and concisely to the enquirer
- Ability to manage and prioritise work effectively
- Ability to obtain relevant information from all callers and answer their queries directly or refer as appropriate.
- Ability to draft tribunal and court documents, detailed letters of advice and correspondence to other side in a case
- Ability to work with a case management system, databases and normal office IT systems.
- A commitment to Equal Opportunities

DESIRABLE:

- Successful completion of LPC/ BVC
- Experience of advising people
- Experience of dealing with people by telephone
- Experience of working within Legal Sector
- Experience of working with the general public face to face

Closing Date: 1 March 2010

Job Application Form

It is essential that you refer to the **Guideline Notes for Job Applicants** before you complete this application form.

This form may be photocopied. Please type or write clearly in black ink. Candidates should attach a statement in support of their application to this form.

When completed this form should be returned to:-

rachel.windle@simpsonmillar.co.uk or Rachel Windle 21-27 St Paul's Street, Leeds, LS1 2J G or

alexandra.newman@simpsonmillar.co.uk or Alexandra Newman 21-27 St Paul's Street, Leeds, LS1 2JG

Application for the post of:

Where did you see the advertisement?
(If you saw the advertisement on a website, please indicate the name of the site)

First Name(s) (BLOCK CAPITALS)

Surname (BLOCK CAPITALS) Preferred Title
(e.g. Mr/Ms/Mrs/Miss)

Address for Correspondence
(BLOCK CAPITALS)

..... Post Code

E-mail Address:

Telephone number: (Daytime) (Home)

Do you require a work permit to take up this appointment?	Yes/No
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For Personnel Use Only

Application Number

Closing Date: 1 March 2010

Secondary Education

School	From	To	Qualifications gained stating subjects, grades and dates

Further/Higher Education

(Include information on undergraduate and postgraduate degrees, diplomas, evening and correspondence courses)

University/College	From	To	Full or part-time	Qualifications and classifications of degree (if applicable). State also if Honours or Ordinary and give dates awarded. Also include any other awards.

Professional qualifications (include grade of membership and date of award)

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Details of other vocational or technical courses, not included above, along with any apprenticeship/training in a trade or profession and dates

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Employment

Please give details of all previous employment starting with your present (or most recent) employer. You may wish to include in the statement of support of your application a brief summary of your main duties and responsibilities.

Present/most recent employment

Dates From/To	Employer's Name, Address and nature of business	Job Title	Reason for Leaving

Notice Period required

Please state current salary or most recent salary if not currently employed

Previous Employment

Dates From/To	Employer's Name, Address and nature of business	Job Title	Reason for Leaving

Statement In Support Of Your Application

You should attach a separate statement in support of your application. This should provide further information you may feel relevant to your application, concentrating on the extent to which you match the requirements of the person specification. Please see guidance notes for job applicants.

Please give below the details of two people from whom we can obtain references, at least one of whom should be your present or most recent employer.

Name				
Position				
Tel No				
Email address				
Address				
<i>Please tick box to your right if you do not wish Referee 1 to be contacted until you have been notified</i>		<input type="checkbox"/>	<i>Please tick box to your right if you do not wish Referee 2 to be contacted until you have been notified</i>	
		<input type="checkbox"/>		

Please note that when we contact referees we will request information on your attendance and health record over the last two years.

Criminal Convictions and Solicitors Disciplinary Proceedings

Please give details below of any unspent criminal convictions. This information is required to enable us to assess whether the conviction(s) presents grounds for not taking your application further. Please also provide details of any findings made by the Solicitors Disciplinary Tribunal or any other regulatory body to include any orders made precluding your employment without the permission of such regulatory body.

Where we consider that a conviction or finding(s) is not relevant to your application, we will disregard it.

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I hereby certify that to the best of my knowledge the details given in this form are correct. I understand that in the event of my being offered employment with Maxwell Gillott, any proven falsification, or concealment of any material fact in respect of my application may lead to Maxwell Gillott withdrawing the offer of employment if employment has not yet commenced or disciplinary action and dismissal if employment has commenced.

Signature Date.....

Please note that receipt of this application will not be acknowledged unless you enclose a stamped addressed envelope. If you receive no further communication within six weeks you may assume that you have been unsuccessful on this occasion, in which case may we take this opportunity to thank you for your interest in the post.

Closing Date: 1 March 2010