

Royal Association for Deaf People

Job Description

Communication Assistant / Personal Assistant

Reports to: Legal Services Supervisor
Immediate Staff: None
Grade: 5

1 Main purposes of the job

To provide communication support and admin for the Legal Services Supervisor.

2 Core Activities

- 2.1 To provide communication support for the Legal Services Supervisor. This will include involve a considerable amount of BSL to English and English to BSL interpreting;
- 2.2 To assist written English for various reports, letters and documents;
- 2.3 To interpret over the telephone with a professional manner;
- 2.4 To assist the Legal Services Supervisor with the delivery of legal advice services within England and Wales;
- 2.5 To deal with both internal and external telephone calls, enquiries and referrals;
- 2.6 To carry out administrative tasks including:
 - 2.6.1 screening telephone calls, enquiries and requests, and handling them when appropriate;
 - 2.6.2 organising and maintaining diaries and making appointments;
 - 2.6.3 dealing with incoming email, faxes and post;
 - 2.6.4 dealing with correspondence and writing letters, and taking dictation and minutes;
 - 2.6.5 producing documents, briefing papers, reports and presentations;
 - 2.6.6 carrying out background research and presenting findings into subjects the Legal Services Supervisor is dealing with;
 - 2.6.7 organising and attending meetings, and ensuring the Legal Services Supervisor is well-prepared for meetings;
 - 2.6.8 liaising with clients, suppliers and other staff;
 - 2.6.9 standing in for the Legal Services Supervisor and making decisions and delegating work to others in their absence;
 - 2.6.10 devising and maintaining office systems to deal efficiently with paper flow;
 - 2.6.11 organising and storing paperwork, documents and computer-based information; and
 - 2.6.12 arranging travel and accommodation and, occasionally, travelling with the Legal Services Supervisor to take notes or dictation at meetings, or to provide general assistance during presentations.
- 2.7 To co-ordinate the use of volunteers within the service;
- 2.8 To work to the standards of the CLS Quality Mark and the OISC's Rules and Code of Standards;
- 2.9 To work as a team, and to share information plus any changes that you become aware of affecting legal advice work;
- 2.10 To liaise with other organisations / agencies, where appropriate;
- 2.11 To provide note-taking support for meetings and other assignments;

- 2.12 To respect the confidentiality of information relating to the work of RAD and its clients and users;
- 2.13 To travel to meetings where required;
- 2.14 To adhere to RAD's Equal Opportunities Policy, and other policies as outlined in the Staff Handbook and the RAD Legal Service Handbook; and
- 2.15 To carry out any other duties which are deemed appropriate by the Legal Services Supervisor.

3 Person Specification

- BSL Level 2 or BSL NVQ 3 or their equivalent;
- Good command of English to A-level standard;
- Good professional telephone manner;
- Commitment to RAD's policies, including Equal Opportunities, Deaf/Hearing Working Together, Confidentiality;
- Knowledge and understanding of Deaf culture and Deaf issues;
- Experience in providing personal assistance at management level and administration;
- Ability to communicate at a high standard to a wide ranging audience; and
- Excellent communication and interpersonal skills.

4 Key Internal Relationships

- Legal Services Supervisor
- Caseworkers
- Social Policy Officer
- RAD staff working at centres where you are based
- Volunteers