

Job Description – Administrator

Status:	Permanent, Full time, 37.5 hours per week
Location:	Leatherhead, Surrey
Reporting to:	Legal Manager
Department:	Claims Department (In house Legal Team)

About Police Federation of England & Wales

When you join the Police Federation of England and Wales, you will be part of a non-for-profit organisation that serves more than 139,000 rank and file police officers in the political and personal arena. You will work with experts in policing, motivated colleagues, and front-line officers to position the organisation as the undisputed voice of policing.

If you enjoy working in a challenging and complex environment, connecting with a diverse range of people, Police Federation of England & Wales is a great place to work.

Primary Function

To support the In-House Legal department, keep administration and management of cases and records up to date. To assist in the smooth and efficient running of the In-House Legal department's day-to-day work.

Key Responsibilities

- Support the In-House Legal team with a variety of administration duties including coordinating meetings and team calendars
- Maintain and update the In-House Legal case management and allocation records accurately and in a timely fashion
- Monitor the case management system (CMS) entries and report any updates or issues (administrative) and when needed attend meetings/ training relating to the CMS
- As a point of contact assist with incoming enquiries and transferring them to the relevant legal representative, and deal with non-legal queries
- Manage the In-House Legal training diary and contributions to training events by liaising with the team, PFEW's Learning & Development Dept and/or local branches and assist with the preparation, printing and circulation of course materials and training packs when required
- Provide administrative support on receipt of panel solicitor invoices by directing to them to the appropriate team members

- Attend team meetings, and other internal / external meetings and when required take notes and coordinate calendar invitations and other arrangements
 - Comply with PFEW procedures and observe rules of confidentiality and legal privilege in legal cases, and in other areas of PFEW business (training provided), and undertake training in data processing and protection
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Key Skills & Experience

- Be well organised and able to prioritise and manage multiple tasks efficiently
- Excellent written and verbal communication skills with good attention to detail and accuracy
- Previous experience of working with databases and confidence in learning new case management system. Proficiency with MS Office applications such as Word, Excel and PowerPoint
- Experience of working within a team and independently, utilising your own initiative and with the flexibility to adapt to changing priorities and deadlines
- Be professional and courteous, and manage confidential and sensitive information with discretion
- A positive and proactive attitude, with a willingness to learn and take on new challenges as required
- Experience of working within a regulatory, legal or public sector environment in an administration capacity would be an advantage, but not essential

Additional Requirements

- Due to the requirements of the role, some travel across the UK and overnight stays may be required. Therefore, the successful candidate will be able to work away from time to time.
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What PFEW will offer you

We offer multiple benefits to our HQ employees including: flexible working, hybrid working, competitive salary, private healthcare, enhanced pension contribution, enhanced leave, employee assistance program, onsite free lunches and refreshments, free onsite gym, free onsite parking, 26 days holiday (increasing with length of service), mental health clinics, support for continuous professional development, employee discounts and more....

Interview Process

- Telephone Interview with Talent Acquisition Lead

- Take home assessment
- Interview with Legal Manager and Talent Acquisition Lead

*Please note that these duties and responsibilities are not exhaustive and may be changed from time to time in line with the reasonable requirements of the Police Federation and as directed by the line manager, on behalf of the Head of Department.