



## **ADMINISTRATOR**

ProBono.Org is a dynamic NGO that works with the private legal profession to provide pro bono legal services to the poor, and contributes to ensuring that the unmet access to justice needs of impoverished people living in South Africa are met.

The position requires the incumbent to support and work with the Regional Director to ensure the wellbeing of ProBono.Org in Cape Town.

Essentially this position involves –

- 1.1. Being the face and the voice of the organisation.
- 1.2. Ensuring high quality services are offered to clients, and administrative support to pro bono Attorneys, Advocates and ProBono.Org staff members.
- 1.3. Building relationships with the private legal profession and other stakeholders to enhance the delivery of pro bono services.

### **Requirements:**

- Minimum of Matric Certificate, or relevant qualification
- Proficiency in English and isiXhosa
- Good communication skills, both written and verbal
- Computer literate (MS Word, MS Excel, MS Power Point)
- Currently based in Cape Town

### **Advantageous:**

- A qualification in Administration
- A demonstrable commitment to and interest in public interest law and social justice
- The desire to work in the NGO sector

### **Key Skills and Competencies:**

- The candidate must be well organised and have strong administrative skills.
- Advanced communication (oral and written), and interpersonal skills. This requires a good telephone etiquette / manner and patience.
- Attention to detail, ability to multi-task, prioritise work and manage deadlines.
- Dependable and responsible: follow instructions and respond to directions timeously.
- Excellent computer skills.

### **Key Responsibilities:**

#### **1. General:**

- Operate telephone switchboard and be able to answer, screen, or forward calls, provide relevant information and take messages.
- Have the ability to schedule appointments.
- Know all members of staff including legal interns and volunteers by name and surname and have knowledge of what each employees designated responsibilities are.

- Have the ability to provide information about ProBono.Org, including the location of the office, employees within the organisation and services rendered.
- Greet persons entering the office and be able to determine the nature of a particular matter and purpose of the visit.
- Act as an interpreter when needed.
- Prepare and take minutes for meetings.
- Track utilisation of office consumables and stationery and to order same when needed.
- Undertake secretarial functions required, including typing and / or any other form of information processing as directed.
- Assist with recruitment of new vacancies by advertising, and when required, shortlisting of candidates.
- Undertake all related duties and responsibilities and such other instructions; and any other duties, functions and responsibilities that may be allocated from time to time.

## **2. Clients:**

The position requires that in respect of ProBono.Org clients the Administrator must –

- Ensure that clients that come to our office are treated with the dignity and respect afforded to them by the Constitution.
- Ensure that all clients are consulted, advised and screened by the Legal Intern in accordance with ProBono.Org criteria.
- Provide basic assessment of merits of matters when clients call in / walk in to the office.
- Analyse matters presented by clients to establish the most suitable legal clinic to refer the client to.
- Assess if an appointment should be made and with whom.
- Assess the urgency of matters.
- Assess what stage of litigation the matter is at and what form of assistance is required, e.g. legal representation / administrative in nature.
- Ability to refer clients to suitable alternative forums for assistance depending on the nature of a matter e.g. Masters Office, Ombudsman, ICD, Public Protector etc.
- Ability to advise clients on what documents need to be brought to any clinic or consultation.
- Ability to advise clients on the means test and to make it clear to clients on how it works, and to assess whether clients are within the means test or not.
- Have the ability to think strategically when advising clients.
- Have the ability to listen attentively.

## **3. Legal Practitioners:**

The Administrator of the Cape Town office must -

- Manage the rosters for all the legal clinics and community workshops to be held and be presented by Attorneys or Advocates.
- Remind Attorneys and Advocates of their respective legal clinics and community workshops.
- Arrange parking and other support required by Attorneys and Advocates.

- Be able to effectively communicate with Attorneys and Advocates both by email and telephone.
- Indicate a willingness to assist Attorneys and Advocates with faxing, photocopying, scanning, basic typing and administrative support.
- Manage relationships with legal practitioners by presenting a highly professional front to the organization.
- Keeping an up to date database of legal practitioners with information on their areas of interest, geographical location and expertise, among other things.
- Record the pro bono hours spent by Attorneys and Advocates on matters we refer and tracking the outcome of such matters.
- Ensure that all pro bono matters referred to practitioners are dealt with professionally, regular reports are received from practitioners regarding their matters; and that clients receive the same quality of legal service as if they were paying clients.

#### **4. Data Collection and Management:**

- Managing data collection in accordance with the needs of ProBono.Org.
- Ensuring that the electronic database is updated on a regular basis with client information, case referral information, and all other requisite information.
- Ensure that all intake sheets are filled in correctly at all the legal clinics and in respect of walk in clients.
- Provide statistic reports on request from staff members.
- Follow up with Attorneys who attend the legal clinics, ensuring that all intake sheets are filled in correctly, which matters are taken on, which need to be referred, how much time Attorneys have spent on matters and which matters are closed.
- Obtain statistics from Attorneys and Advocates on the number of hours spent on matters and at clinics.
- Maintain the ProBono.Org database of clients, Attorneys, legal practitioners and media.
- Ensuring that all pertinent information is recorded on the database.

#### **5. Marketing and Communications:**

Brand development through:

- The overall protection and promotion of the ProBono.Org brand in all its manifestations.
- Distribute newsletters, invitations and other communications.
- Collect mail from post office.

#### **6. Donors and Board Members:**

- Be able to identify donors, board members and other key stakeholders that have contact with the organisation.
- Manage relationships with these key people by presenting a highly professional front to the organisation.
- Assist these people by locating the information or staff members they seek, efficiently and professionally.

**7. Financial Management:**

- Ensuring the sound financial management of the Cape Town office of ProBono.Org by ensuring all invoices are supplied to the bookkeeper timeously.
- Manage petty cash for the ProBono.Org Cape Town office.
- Undertake simple bookkeeping in accordance with the ProBono.Org procedures.