

# Mercy Law Resource Centre

25 Cork St, Dublin 8

Phone: 01 4537459

Email; [info@mercylaw.ie](mailto:info@mercylaw.ie)



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|-----------------------|-------------------------------------------------------------|
| <b>Title:</b>         | <b>Legal Secretary/Receptionist</b>                         |
| <b>Employer:</b>      | <b>Mercy Law Resource Centre Limited (MLRC)</b>             |
| <b>Reports to:</b>    | <b>Managing Solicitor</b>                                   |
| <b>Salary:</b>        | <b>Commensurate with experience</b>                         |
| <b>Working Hours:</b> | <b>9.30am to 5.30pm. Monday to Friday</b>                   |
| <b>Duration:</b>      | <b>Two-year contract with six-month probationary period</b> |
| <b>Location</b>       | <b>Mercy Law Resource Centre, 25 Cork Street, Dublin 8</b>  |
| <b>Start Date:</b>    | <b>Immediate</b>                                            |

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## **Background information**

Mercy Law Resource Centre (MLRC) is an independent law centre, company limited by guarantee and registered charity. MLRC uses the law to help those who are homeless or at risk of becoming homeless. It does this through:

- Free legal advice via phone triage, referrals and clinics held in hostels and drop-in centres;
- Free legal representation;
- Policy work advocating in relation to laws, policies and attitudes that impact our clients;
- Legal support and training to organisations and professionals working in housing and homelessness.

For more detail on MLRC's work, please see our website [www.mercylaw.ie](http://www.mercylaw.ie).

## **About the Role**

We are seeking a Legal Secretary/Receptionist to support the smooth operation of our dynamic and busy law centre. This key role involves managing our helpline, providing administrative support on legal cases, and overseeing day-to-day office operations. The role presents a rewarding opportunity to make a positive impact on the lives of others. The ideal candidate will be proactive, organised, and committed to our aims of promoting access to justice, and ensuring all persons are treated with respect and compassion.

## **Key Responsibilities**

### **Office and Administrative Management**

- Open and close the office daily
- Manage incoming phone calls, log queries, and make follow-up calls as needed
- Collaborate with the Legal Executive to ensure that new incoming requests for assistance are managed appropriately and timely
- Schedule and coordinate legal clinic appointments (in-person and remote)
- Maintain office supplies and liaise with service providers
- Book meeting rooms and arrange hospitality for meetings
- Monitor the general inbox and redirect emails appropriately
- Post and log outgoing and incoming correspondence

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## Legal and Case Support

- Open, close, and archive legal files in accordance with data protection legislation
- Maintain accurate client and advice databases
- Compile statistical reports on helpline queries, legal advice sessions, and other service data
- Provide administrative support for legal casework as needed
- Take minutes at internal and occasional external meetings
- Assist with other administrative tasks as required
- Provide onboarding training and support for new staff, interns, and volunteers

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## Person Specification

### Essential

- Relevant third-level qualification and/or legal secretarial certification
- Strong administrative and organisational skills
- Proven experience in office management
- Excellent IT skills, particularly in MS Office and case management systems
- Strong interpersonal and communication skills with an ability to work with compassion, empathy and respect for clients and service users
- Experience developing and implementing systems and procedures
- Ability to work independently and as part of a team

### Desirable

- Experience in the community/voluntary or human rights/social justice sectors
- Experience in relevant IT functions, e.g., CRM systems.

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## Terms & Conditions

This is a **two-year contract** position with a **six-month probationary period**.

Salary will be **commensurate with experience**.

### Application

The deadline for submission of applications is Friday 25 September 2026 at 17:00 GMT, with early application encouraged. Candidates will be contacted if they are shortlisted for interview and to arrange a time. There is a preference for candidates to attend an interview in person.

Please submit:

1. A curriculum vitae.

The CV must be no more than three pages in length and use font size no smaller than 11.

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It should include the names and contact details of two referees (who will not be contacted without seeking permission).

2. A cover letter.

The letter must be no more than two pages in length and use font size no smaller than 11.

Please describe why you are interested in the position and summarise your relevant experience and suitability for the post.

Only applications received through [events@mercylaw.ie](mailto:events@mercylaw.ie) will be considered. All applications must be submitted with the email subject line "Legal Secretary". Any specific queries should be directed to the Managing Solicitor, Paul Dornan at [paul@mercylaw.ie](mailto:paul@mercylaw.ie).

We really appreciate the time and effort taken to apply. We regret that we may not be able to respond to all applicants. Only those shortlisted for interview will be contacted.

**Closing date for applications is 5pm on Friday 25 September 2026.**

MLRC is an equal opportunities employer.