



DIGITAL SERVICES SUPPORT OFFICER

Reports to:	Head of Digital Platforms and Projects
Salary:	£27,000
Hours:	Full-time (35 hours)
Term:	Permanent
Holiday:	25 days annually(increasing with service), plus bank holidays
Benefits:	5% pension contribution
Location:	Homeworking initially (due to Covid-19); flexible arrangements when able to return to office working (Central London).

The option to be home-based, if outside reasonable commuting distance to London, will also be considered.

Overview

LawWorks is currently supporting four pro bono platforms and digital projects, each with significant potential to enable access to justice through pro bono. We are looking to recruit to this digital support role to support the delivery and development of these platforms.

About LawWorks

LawWorks is the operating name of the Solicitors Pro Bono Group. We are a charity, and our aim is to enable access to justice through supporting and developing the contribution of legal pro bono (free legal advice).

With support from the Law Society of England and Wales, we encourage, facilitate and celebrate pro bono across the profession in England and Wales; we also support pro bono by law schools and law students. LawWorks has around 150 members including some of the largest City firms and international firms with an office in London, national, regional and local firms, in-house teams, law schools and charities.

LawWorks is a relatively small organisation with 22 members of staff (8 part-time) and a small team of volunteers and interns. 14 members of staff are usually based at an office in central London (currently working from home due to Covid-19), with other colleagues based in Wales, the Midlands, and South West, North West, North and East of England.

There are several key strands to our current work to support and facilitate pro bono:

- We support a growing network of around 300 local independent pro bono advice clinics across England and Wales. We work with lawyers, advice agencies, charities and others to establish or develop new clinics, and provide

ongoing information and support, training and resources, for clinic volunteers and coordinators.

- Our Not-for-Profits programme facilitates the provision of free legal advice for smaller charities and not-for-profit organisations, supported by volunteer lawyers from among LawWorks' members. We also provide free online training videos for charities, covering many of the common legal issues they face.
- We support several 'secondary specialisation' projects to support the development of more 'in-depth' pro bono (e.g., bespoke casework and/or representation) in areas of social welfare law. This includes supporting solicitors to provide representation at social security appeal tribunals, an unpaid wages project, and (working with the charity Together for Short Lives) a project called 'Voices for Families' which provides legal advice for parents and carers of children with life-limiting conditions.
- We have launched new 'legal tech projects', including: Free Legal Answers, providing initial legal advice to people on low incomes through an online platform, and a UK version of the Justice Connect pro bono portal.
- We support Pro Bono Connect, a project to connect solicitors and barristers working together pro bono on civil litigation cases.

LawWorks is a partner organisation for the Litigant in Person Support Strategy, working with Law for Life, Support Through Court, RCJ Advice, Advocate and the Access to Justice Foundation. Funded by the Ministry of Justice, the Strategy works to improve information, support, advice and representation for individuals going to court or tribunal without a lawyer.

In addition to encouraging and supporting pro bono delivery, we work to address barriers to justice and to provide a 'policy voice' for pro bono - for example, working to reduce barriers to pro bono volunteering, and working with our members and professional bodies to influence policy on legal aid, and other aspects of access to justice.

We are a busy and (for our size) complex charity, with a friendly team, a positive ethos and a commitment to doing all we can to ensure that LawWorks is a strong and efficient organisation and a great place to work.

Background to the role

LawWorks is currently supporting several pro bono platforms and digital projects, each with significant potential to enable access to justice through pro bono and free legal advice.

Free Legal Answers

Free Legal Answers is an online platform that connects individuals in need of initial legal advice with pro bono lawyers. Free Legal Answers is based on a service in the United States supported by the American Bar Association. The initial project development was kindly overseen and supported by Deloitte Legal. The Access to Justice Foundation has awarded funding for a dedicated Free Legal Answers project and administration post under the Ministry of Justice's Legal Support for Litigants in Person grant programme. Free Legal Answers: www.freelegalanswers.org.uk

Pro Bono Portal UK (Justice Connect)

LawWorks is developing a new pro bono platform to connect lawyers with more in-depth pro bono advice, casework, representation and a range of other legal and nonlegal volunteering opportunities. Developed originally by Justice Connect (an Australian access to justice charity), it is part of a project (working with PILnet) to introduce the award-winning platform in different international legal jurisdictions. Pro Bono Portal UK: <https://sites.google.com/view/probonoportalk/>

The Jeanie Project

The Jeanie Project was established to relieve financial hardship “by assisting in the provision of legal services and advice...”. With initial funding from the Legal Education Foundation, the charity piloted the platform which enables front-line staff and volunteers (in community groups and other local settings) to go through structured scenarios and questions with vulnerable clients with legal problems. Pro bono lawyers and others can then access the ‘triaged’ information remotely and decide whether to take on a case. LawWorks has received a grant for the project to further develop the next iteration of the platform. The Jeanie Project: <https://thejeanieproject.org.uk/>

Major Incidents Pro Bono Project

LawWorks has been working with the Law Society of England and Wales and other stakeholders (e.g., representatives of the Collaborative Plan for Pro Bono) to create a process and mechanism for enabling and coordinating a profession-wide response to major incidents, when access to advice may be needed.

The role

This is an opportunity to work with national, regional and local firms, in-house teams, law schools and charities to help people to access legal support.

You will be working directly with charities, law firms and in-house legal teams, supporting their staff and volunteers in making best use of the platforms (Free Legal Answers and the Pro Bono Portal in particular), and addressing any issues and challenges arising. This will include introducing participating firms, in-house teams and individual solicitors to the digital platforms (e.g., ‘walking through’ the features and use), assisting with onboarding and registration. You will also be providing the administrative support across digital services to refer requests and share information with firms and others easily, quickly and securely.

We are looking for someone with good interpersonal skills and an interest and ability in using web-based systems (programming skills are not required). The post holder needs to be confident in using and demonstrating digital platforms, but good communication, engagement and organisational skills are as important as IT/technical skills.

There will also be the opportunity for this role to support membership administration.

Role activities

Key responsibilities and tasks include:

- Identifying charities and not-for-profits to utilise LawWorks digital services, providing induction (‘onboarding’) and training for users.

- Actively supporting external engagement, promotion and participation, including with law firms and in-house teams and individual solicitors, other legal professionals, and key stakeholders.
- Managing the requests for pro bono support, and introducing lawyers with referral agencies/clients when the firm has committed to take the case on.
- Updating user information and guidance (e.g., based on experiences and feedback).
- Providing 'on call' issue management in response to those using the software.
- Identifying improvements and adaptations to the software and (with the support of the Head of Digital Platforms and Projects) briefing programme developers to make changes.
- To support data collection, evaluation and reporting (working with, for example, the LawWorks' Director of Policy and External Affairs).
- Helping with promotion and awareness raising of the digital tools and platforms, including presentations.

Person specification

Essential:

- Previous experience with a customer service, mentoring or training role (preferably involving technology).
- Good IT skills and computer literacy with experience of using web-based platforms.
- Good organisational skills.
- Ability to communicate effectively with a wide range of people in a professional manner, face to face, using online platforms, by telephone and in writing.
- Confident in giving talks/presentations and providing training.
- A demonstrable commitment to equality, diversity and inclusion for all.
- Ability to initiate and maintain positive and effective working relationships with internal and external stakeholders.
- Good attention to detail and ability to show initiative.
- Ability to work on given tasks without supervision.

How to apply

Please submit a CV and covering letter (the letter a maximum of 3 sides), outlining why you are interested in, and how you are suitable for, the role, including how your skills, knowledge and experience meet the person specification above. Please address as much of the person specification as you can. We recognise that applicants may be much stronger on some of the requirements for the role than others.

Please apply by **5pm on 29th July** – emailing your application to: applications@lawworks.org.uk citing "DSSO" in the subject line.

Interviews for shortlisted candidates will be held remotely. Shortlisted candidates may be asked to complete and return a written exercise prior to the interview.

We are aiming to interview shortlisted candidates in August (to be held online). In your application please specify any dates between 6th and 20th August for when you are **not** available for interview.

For an informal conversation about the role (in confidence) please contact Jen Cheshire at jennifer.cheshire@lawworks.org.uk.

LawWorks is an equal opportunities employer. We welcome applications irrespective of race, religion, gender, sexual orientation, disability, or age.

We would be grateful if you could also complete and include an equal opportunities monitoring form, you can download a copy of the form from the jobs page on our website: www.lawworks.org.uk/about-us/jobs-lawworks

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