



Head of Clinics Programme

Responsible to:	Chief Executive (interim)
Salary:	£39,000 per annum
Hours:	Full-time (35 hours) (or 4 days a week)
Term:	Permanent
Holiday:	25 days per annum plus bank holidays, annual leave entitlement increases over time
Benefits:	5% contributory pension scheme and private healthcare cashback plan
Location	Central London (currently High Holborn – but possible move to Bethnal Green)

About LawWorks

What we do

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.

With support from the Law Society of England and Wales, we encourage, facilitate and celebrate pro bono across the solicitor profession in England and Wales.

Who we work with

We work primarily with solicitors (firms and in-house teams), and also with law schools and law students, and other legal and non-legal volunteers and organisations.

LawWorks has around 150 member organisations including some of the largest City firms and international firms with an office in London, national, regional and local firms, in-house legal teams, law schools and charities.

Who we are

LawWorks is a relatively small organisation with 18 members of staff (4 full-time) and a small team of volunteers and interns. We operate a flexible working policy, with several members of staff working hybrid, or where appropriate, from home.

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.

Our projects

There are a number of key strands to our 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 small charities and not-for-profit organisations, supported by volunteer solicitors from among LawWorks' members;
- our Secondary Specialisation Programme supports the development of more 'in-depth' pro bono in areas of social welfare law. This currently includes an unpaid wages project and 'Voices for Families', with the charity Together for Short Lives, supporting parents and carers of children with life-limiting conditions;
- we support collaborative projects including: Pro Bono Connect: a project which facilitates barristers and solicitors working together on pro bono cases; the Domestic Abuse Response Alliance and IP Pro Bono.
- we have launched new online tools and digital platforms, including a website called 'Free Legal Answers' and the Pro Bono Portal UK (with Justice Connect, an Australian access to justice charity).

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

The role

This is an exciting and varied role, providing the opportunity to make a real difference within the pro bono and access to justice sector.

The Head of Clinics Programme is responsible for overseeing the LawWorks Clinics Network in conjunction with the wider LawWorks Clinics Team. The Network provides support and assistance to free legal advice clinics, supported by volunteer lawyers and law schools and law students. There are currently around 300 independent clinics in the LawWorks Clinics Network across England and Wales.

You will line manage and support the work of the Clinics Team – currently, three Clinics Support and Development Support Officers based across England and Wales and the Engagement and Training Officer in Wales. As such, you will be responsible for the overall work of the team including the development and delivery of our national support and development work across the programme and our strategy for the future; as well as the maintenance and development of digital clinic projects, such as Free Legal Answers, the Major Incidents Response Plan (in partnership with The Law Society) and the Pro Bono Portal.

This role will also include helping to develop and support your own set of clinics, building on existing relationships in London and the Southwest of England (whilst some travel and in-person meetings will be required, much of the work is carried out remotely). You will work with our members and the local advice sector to support the development of new pro bono clinics to meet unmet legal needs. We take an innovative, tailored approach to the support we provide, and you will provide one-to-one support for individual clinics, allowing you to identify and address need, providing help with insurance, regulatory queries, finding volunteers and access to online tools.

The ability to work across and support other LawWorks teams is also vital for the role, including working closely with colleagues across the organisation on policy development, data collection (including for the annual Clinics Network report), our digital projects, events and external engagement.

Key priorities for this role will be:

- To lead the Clinics Team with their national work, including quarterly info-exchanges, monthly clinics newsletter, the facilitation of best practice sharing and resource development.
- To drive the strategy and direction of the Clinics Programme.
- To oversee Free Legal Answers.
- To oversee the Major Incidents Response Plan (with the Chief Executive).
- To support the Head of Fundraising with grant applications and reporting.
- To identify opportunities for new pro bono advice clinics, supporting local stakeholders to develop new services to meet unmet legal needs in their designated area.
- To support and grow pro bono volunteering and LawWorks' membership (law firms and in-house legal teams).
- To identify the training needs of LawWorks' members, clinics and their volunteers, working with colleagues to arrange training and other events.
- To be the first point of contact for support queries from a portion of the Clinics Network (to be determined depending on geography) and manage the general clinics inbox.

The ideal candidate is able to think big picture and is a confident networker who is able to identify opportunities and see them through to completion. All of LawWorks' work is delivered through partnerships so it is essential that the candidate is personable, collaborative and an effective communicator.

A background in the legal or advice sector will be an advantage, but not essential - training and support will be provided for someone from another sector who is passionate about pro bono and access to justice and willing to learn. Organisational, staff and project management expertise will also be an advantage.

Flexible working arrangements will be available, and while some occasional weekend or evening work may be required, time off in lieu will be given.

The role offers variety, autonomy, the opportunity to develop new initiatives from idea to launch, and a chance to support local communities and volunteer lawyers.

Primary purpose of role

To increase the amount, quality and impact of pro bono legal advice being delivered across England and Wales through free legal advice clinics, working with the legal profession, law schools, advice agencies and other stakeholders to identify new pro bono opportunities and ways in which LawWorks can better support the delivery of pro bono.

Key responsibilities:

1. As a member of the Management Team, to proactively contribute to, lead, share and support the development and delivery of LawWorks' strategy, business plan and outcomes.
2. To line-manage, develop, and support the Clinics Team and ensure the delivery of their annual development and support targets.
3. To develop and support your own network of clinics, in line with annual development and support targets.
4. To facilitate sharing between stakeholders on the Clinics Network to identify best practice, opportunities for collaborative working and training and support needs, and to assist in taking these forwards.
5. To ensure appropriate monitoring and evaluation mechanisms are in place to demonstrate programme impact.
6. To support with grant applications and subsequent reporting.
7. Proactively seeking out and engaging with a broad community of pro bono participants and stakeholders (including LawWorks members, pro bono coordinators, umbrella bodies and others), to support the development of pro bono clinics in England and Wales; with particular responsibility for stakeholders in London.
8. Collaborating with other colleagues to produce responsive, effective and impactful resources and materials for clinics and clinic volunteers, members, and the solicitors' profession – e.g., factsheets, guidance, training and webinars.
9. Ensuring effective cross-team working within the organisation, pro-actively sharing knowledge, information, communications & support.
10. To work with clinics and other LawWorks colleagues to collect and share evaluation and impact assessment information from across the Clinics Network to inform policy and reporting on the delivery of pro bono advice nationally.
11. To contribute to the overall development and running of LawWorks, undertaking any other tasks which may from time to time be required.

Person Specification

	Essential	Desirable
A genuine commitment to driving forward LawWorks' aims and work to meet the needs of our beneficiaries	✓	
A demonstrable commitment and understanding of equality, diversity and inclusion for all, and an understanding of the barriers involved in access to social justice	✓	
Experience of devising and following project plans, and ensuring personal, team and organisational targets are met or exceeded	✓	
Experience of stakeholder engagement and relationship building; confident in networking with people of varying seniority and backgrounds	✓	
Experience of, or demonstrable ability to, provide line management and leading an effective team, driving performance to achieve ambitious and challenging annual objectives	✓	
Experience of working effectively in a team to achieve ambitious and challenging shared objectives	✓	
Excellent written and verbal communication skills, including making and giving presentations	✓	
A self-starter, who is able to drive forward their own workload and inspire others	✓	
Confident in your ability to overcome the challenges of working remotely from the rest of your team	✓	
Able to attend the London office, or meetings with London based stakeholders, a minimum of three days a week	✓	
Experience of working in the legal or advice sector		✓
Previous experience working at a membership/network-based organisation, and/or working with volunteers		✓
Experience of coordinating events or training (online and in-person)		✓
Good knowledge of legal advice clinics and the context in which they operate, including how law schools and the legal profession engage in volunteering		✓
Experience of project monitoring and evaluation and report writing for internal and external purposes		✓

How to apply

Please submit a CV and a covering letter, outlining why you are interested 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 10.00am on Monday 22 April 2024.

Late applications will not be accepted. Please submit your application to applications@lawworks.org.uk citing 'Head of Clinics' in the subject line.

Interviews for those shortlisted for interview will be held on Monday and Tuesday 29/30 April.

For an informal conversation about the role (in confidence) please contact Rebecca Wilkinson, Chief Executive, at rebecca.wilkinson@lawworks.org.uk

We would be grateful if you could also complete an equal opportunities monitoring form – available here: <http://www.lawworks.org.uk/jobsatlawworks> – this will be separated from your application once it is received.

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