



## **Administration (Casework) & Membership Officer**

<b>Reports to:</b>	<b>Deputy Chief Executive</b>
<b>Salary:</b>	<b>£26,317 - £27,000</b>
<b>Hours:</b>	<b>Full-time - 35 hours per week *</b>
<b>Term:</b>	<b>Permanent contract, subject to probationary period</b>
<b>Holiday:</b>	<b>25 days (plus bank holidays &amp; Christmas closing), increasing with service</b>
<b>Benefits:</b>	<b>5% contributory pension scheme and private healthcare cashback plan (upon successful completion of probationary period)</b>
<b>Location:</b>	<b>Home working initially (due to Coronavirus), then Central London office</b>

\* occasional weekend and evening work may be required

### **About LawWorks**

LawWorks is the operating name of the Solicitors Pro Bono Group. Our aim is to enable access to justice through supporting and developing the contribution of legal pro bono.

With support from the Law Society, we encourage, facilitate and celebrate pro bono across the profession in England and Wales. We work primarily with solicitors (firms and in-house teams), and with law schools and law students, and other legal and non-legal volunteers and organisations. 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 21 members of staff (9 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 Coronavirus), with 7 further staff based in Wales, the Midlands, and South West, North West, North and East of England.

There are a number of key strands to our current work to support and facilitate pro bono:

- We support a growing network of over 290 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 a number of 'secondary specialisation' projects to support the development of more 'in-depth' pro bono, in areas of social welfare law (e.g., bespoke casework and/or representation). This includes supporting firms and individual solicitors to provide representation at first tier 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. These programmes are each lead by a specialist in-house solicitor with whom the post-holder will work closely.
- This year we have launched two new projects: a new legal tech project (Free Legal Answers) which focuses on providing initial legal advice to people on low incomes through an online platform; and collaboration with Pro Bono Connect to connect solicitors and barristers working pro bono on civil litigation. We are currently developing a UK version of the Justice Connect pro bono portal.

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 also work to address barriers to justice and to provide a 'policy voice' for pro bono - for example, working with regulators to reduce barriers to pro bono, and working with our members and professional bodies to influence policy on legal aid, justice modernisation 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.

## **Purpose of role**

The Administration (Casework) and Membership Officer will maintain and develop our membership records, and provide administrative support to our programmes, principally our secondary specialisation projects (see above).

Through maintaining and developing our membership data and contacts, the role will also support the organisation's policy and external affairs work, for example, helping to deliver membership recruitment and engagement campaigns and events.

## **Context**

The successful candidate will work closely with other staff to ensure that programmes and membership administrative systems are fit for purpose, and that our contacts with members are planned, integrated and delivered in accordance with the organisation's strategy and priorities. The ability to work across teams and projects will be crucial to the role. The majority of the role supports the secondary specialisation projects, but additional membership support may be required at certain times of the year, including preparing annual membership invoices. The balance of responsibilities within this role will be reviewed at the end of 6 months.

## **Profile**

Although relatively small, the organisation is complex and requires a personable individual with excellent administrative and organisational skills, attention to detail, strong abilities in using IT, databases, customer relationship management (CRM) and case management (CMS) systems, and preferably (but not essential) with experience of working in a membership organisation and an understanding of the legal and advice sectors.

## **Key task areas and duties**

1. Working closely with LawWorks three part-time specialist solicitors, provide general administrative support to the LawWorks secondary specialisation projects including: monitoring the LawWorks secondary specialisation referral inbox, allocating cases to volunteer lawyers, booking meetings with clients and volunteers, requesting information (including feedback) from clients and volunteers, sending correspondence (i.e., client care and file closing letters), and updating client's physical and electronic files on Clio (LawWorks' CMS).
2. Correspond with various stakeholders, including referral agencies and pro bono coordinators who are involved in the secondary specialisation projects.
3. Act as the first point of contact for members and prospective members, dealing with enquiries via multiple communication channels, providing a high level of customer service.
4. Maintaining and developing up to date membership records, including administration of LawWorks' CRM (Salesforce) system for members and develop

our processes and procedures for financial processing (e.g., invoicing), managing membership data and contacts.

5. Oversee the annual invoicing process and tracking membership payments throughout the year, including by providing monthly internal reports.
6. Liaise and keep track of contacts with existing members to optimise retention, and inform our overall approach to communication and interaction with members.
7. Provide administrative support for programme events (such as training to volunteers and clinics roundtables).
8. Help with the collection of evaluation data and statistics, and assist with the production of internal reports to LawWorks and external reports to funders.
9. Other administrative and support tasks as appropriate.

## Person Specification

	Essential	Desirable
1. Experience of using a customer relationship management (CRM) system such as Salesforce, or equivalent, and using CRM systems to collect and analyse data and run reports.	√	
2. Experience of case management software (e.g. Clio).	√	
3. Knowledge and understanding of the importance of relationship building, particularly client care and the customer journey.	√	
4. Excellent interpersonal skills and experience of working with vulnerable clients and/or persons with English as a second or foreign language.	√	
5. Excellent administrative and organisational skills and attention to detail.	√	
6. Understanding of legal services, including pro bono, access to justice, and approaches to corporate social responsibility.		√
7. Knowledge of membership schemes and related financial administration.		√
8. A positive, solution-focused attitude and a pro-active approach to issues and challenges.	√	
9. Excellent database skills – ability to accurately record data, and monitor and report on trends.	√	
10. Experience of planning and supporting events administration.		√
11. Experience of working as a paralegal or similar legal support role.		√
12. Experience of working collaboratively and effectively in a team to achieve shared objectives.	√	
13. Commitment to LawWorks' aims and values, including a commitment to equality, diversity and inclusion.	√	

## 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 **4.00pm on Friday 31 July 2020** – please email your application to: [applications@lawworks.org.uk](mailto:applications@lawworks.org.uk) citing “AMO” in the subject line.

For an informal conversation about the role (in confidence) please contact Matt Hunt, Head of Not-for-Profits and Secondary Specialisation at [matt.hunt@lawworks.org.uk](mailto:matt.hunt@lawworks.org.uk).

We are aiming to interview shortlisted candidates on 5 or 6 August 2020 (interviews will be held remotely). If you are unable to attend on either date, please mention with your application.

Shortlisted candidates may be asked to complete and return a written exercise.

LawWorks is committed to equality, diversity and inclusion. We welcome applications irrespective of race, religion, gender, marital status, sexual orientation, disability or age. LawWorks wishes to monitor its progress towards implementing this. When applying for a job at LawWorks please help us by completing our voluntary Equal Opportunities Monitoring Form ([www.lawworks.org.uk/about-us/jobs-lawworks](http://www.lawworks.org.uk/about-us/jobs-lawworks)). You can either print off the form, or we can post you a form on request.

Please return the form anonymously (no cover letter required) to *LawWorks - Pro Bono, PO Box 76971, London, N7 1FY*. Forms will not be processed until after the recruitment process has been completed. The form will not be seen by the recruitment panel and plays no part in the recruitment process.

**July 2020**