



Membership and Training Officer, Wales (Maternity Cover – 9 months)

Recruitment information – September 2020

Reports to: Director of Policy and External Affairs

Salary:	£23,983 per annum (pro rata)
Hours:	28 hours per week (4 days)
Term:	Temporary (Maternity Cover – 9 months)
Holiday:	25 days paid holiday per annum plus bank holidays (pro rata).
Benefits:	5% contributory pension scheme and private healthcare cashback plan (upon completion of a three month probationary period).

Principle location of post: Cardiff (currently working from home due to Covid-19)

About LawWorks

LawWorks is the operating name for the Solicitors Pro Bono Group. Founded in 1997, we are a charity that promotes, supports and encourages legal pro bono activity across England and Wales, using its experience and understanding to ensure pro bono efforts are targeted where they can be most effective and have the greatest impact.

Our work includes a dedicated project in Wales deploying locally based staff to support pro bono initiatives, develop new pro bono opportunities and to increase engagement from the Wales legal profession. LawWorks is pleased to have been awarded five year funding by the National Lottery Communities Fund (NLCF) to build on and develop our work in Wales.

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 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 20 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 6 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 1st-tier social security appeal tribunals, an unpaid wages' project, and (working with the charity Together for Short Lives for a project called 'Voices for Families'), to provide legal advice for parents and carers of children with life-limiting conditions.
- This year we have launched two new projects: a new legal tech project (Free Legal Answers) which focuses on providing initial legal advice to clients on low incomes through an online platform; and a collaboration with Pro Bono Connect to connect solicitors and barristers working together 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, the Personal Support Unit (PSU), 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, including, for example, submissions to the Commission on Justice in Wales.

LawWorks Cymru and this role

Our experience in Wales has shown us the value of having staff based locally to work with the legal sector, Universities, the third sector and other stakeholders in the justice system. Our plans for the next five years include:

- Developing our training in Wales and increasing the number of practitioners and law students volunteering in pro bono clinics;
- Growing our membership and contacts with law firms in Wales whilst working towards a longer term sustainable membership model;
- Increasing the number of individuals in Wales provided with free legal advice, information and support at clinics in the LawWorks network with a focus on wellbeing outcomes;
- Facilitating the development of new clinics, with a particular focus on healthcare settings and partnerships.

Our work in Wales is informed by an Advisory Group with expertise and experience of the legal sector in Wales, and we work closely with the Law Society in Wales and local law societies. With the benefit of National Lottery Community Fund funding in Wales, we are currently able to offer free membership to legal organisations in Wales, but over the longer term the intention is to transition to fee-paying membership.

We are recruiting maternity cover for the post of *Membership and Training Officer* (4 days). This role will work closely with the *Clinic Support and Development Officer (Wales)*, who acts as the first point of contact, guidance and support for clinics in Wales. Working as a LawWorks Cymru team both posts will build on the last three years of our work in Wales.

Key priorities for this role will be:

- To develop and grow LawWorks membership with legal organisations including private firms and corporate in-house teams interested in pro bono;
- To provide guidance and support to our members and volunteers, identifying training needs and organising training and support events;
- To promote and celebrate pro bono opportunities across Wales and support members and their employees to volunteer;
- To develop and deliver engagement events to promote and celebrate pro bono opportunities across Wales.

The ideal candidate will be 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. The ideal candidate will have a background in or knowledge

of the legal or advice sector in Wales, and the role will also support the wider objectives of the Policy and External Affairs team especially in a Wales context.

Currently all LawWorks staff are homeworking and LawWorks is in the early stage of looking for new office premises; for staff in Wales there may be the option of a flexible shared office space in Cardiff in the future. Regular travel throughout Wales and occasional travel to LawWorks' office in central London would be expected once travel restrictions ease. Flexible working arrangements will be available and while some occasional weekend or evening work may be required, time off in lieu will be given.

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 both a strong and efficient organisation and a great place to work.

The role offers variety, autonomy, the opportunity to develop new initiatives, and a chance to support your local community.

Key task areas and duties

1. To lead on membership recruitment activities in Wales aiming to increase membership in Wales to agreed targets. This will involve mapping interest, advocating the business case for pro bono and developing an evidence base to support this work.
2. Be responsible for the delivery of LawWorks' training programme in Wales, including identifying the training needs of our stakeholders, sourcing trainers, organising all aspects of the training sessions, advertising the events, retaining records and incorporating monitoring and evaluation of the sessions into future delivery.
3. To provide the highest level of customer care to LawWorks members. This will involve engaging with members to identify their needs, plans and priorities in relation to pro bono and tailoring our support and communications accordingly.
4. To deliver LawWorks Cymru's communications and marketing activities (based on our LawWorks Cymru strategic plan) in order to increase awareness of LawWorks and promote pro bono volunteering to the legal profession, and other key stakeholders, in Wales. This will involve delivering a series of engagement events across Wales (or held remotely).
5. To facilitate sharing between stakeholders in Wales to identify best practice and local opportunities for collaborative working and to provide support in taking these forward. A focus of this work will be around linking services that support litigants in person.

6. Build links with local not-for-profit organisations and umbrella groups to increase applications to LawWorks' Not-For-Profits Programme casework service from Wales.
7. To be a point of contact for our members and stakeholders in Wales, for example support with troubleshooting queries from members, access to resources and ensuring that contact information, and ensuring key membership data, is kept up to date using our customer relationship management (CRM) platform (Salesforce).
8. Together with the wider LawWorks team, collect and share evaluation and impact assessment information to inform policy and reporting on the delivery of pro bono advice nationally, creating reports as and when required.
9. To report back to the LawWorks Cymru Advisory Group on progress, including through quarterly meetings, and draw on the expertise, contacts and networks of Advisory Group members to support the delivery of LawWorks' work in Wales.
10. 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
1. Significant experience of working on (or demonstrable ability to deliver) a comparable or similar role (e.g., involving networking, relationship building, stakeholder support, collaborative working, membership and customer care).	√	
2. Experience of devising and delivering project plans, and ensuring personal and organisational targets are met or exceeded.	√	
3. Previous experience working at a membership/network-based organisation with direct involvement in member recruitment, support and retention.		√
4. Experience of planning, marketing and delivering high quality training and events on time and within budget.	√	
5. Good knowledge of the legal profession in Wales, how it is organised and how lawyers and law firms engage in CSR and volunteering. <i>a. While beneficial, please note that a legal qualification is not a pre-requisite for this role</i>	√	
6. Understanding and knowledge of the third sector in Wales.		√

7. Understanding of the policy landscape in Wales (e.g., experience of engaging with the Senedd, Welsh Government or other devolved institutions).		√
8. Excellent written and verbal communication skills, including making presentations. a. <i>While beneficial, please note Welsh language skills is not an essential criteria for this role.</i>	√	
9. Excellent interpersonal skills and confident in networking with people of varying seniority and backgrounds	√	
10. Ability to secure commitment and cooperation from others.	√	
11. A flexible, positive, proactive, solution-focused attitude and approach.	√	
12. Experience of working effectively in a team to achieve shared objectives.	√	
13. A sound understanding of web-based communications and strong IT skills including an ability to use or understand online event platforms (e.g., Zoom), online survey tools, databases or customer relationship management (CRM) systems. a. <i>Experience of using the Salesforce database would be desirable, but training can be provided</i>	√	
14. The ability to undertake regular travel across Wales which may involve early starts, late finishes and occasional overnight stays.	√	
15. Experience of working autonomously with limited supervision.	√	
16. Confident in your ability to develop strategies to overcome the challenges of working remotely from the rest of your team.	√	
17. A commitment to the values and ethos of LawWorks and the not-for-profit advice sector.	√	
18. A commitment to equality, diversity and inclusion.	√	

How to apply

Please submit a CV **and** covering letter outlining why you are interested in this role and highlighting how your skills, knowledge and experience meet the person specification detailed above.

Please ensure that you address all aspects of the person specification in your application.

LawWorks is an equal opportunities employer. We welcome applications irrespective of race, religion, gender, sexual orientation, disability or age. You will be sent an equal opportunities monitoring survey on application which will be kept entirely separate from your application.

Please apply by 4pm **on Wednesday 30th September 2020**. Late applications will not be accepted.

Please submit your application by email to applications@lawworks.org.uk citing “*Application – M&T Officer Wales*” in the subject line.

For an informal conversation about the role please contact James Sandbach on james.sandbach@lawworks.org.uk (Director of Policy and External Affairs).

Shortlisting and interviews

We aim to interview shortlisted candidates in October 2020. We regret that we are unable to provide feedback to candidates that have not been shortlisted for this position. If you have not been invited for interview by the end of September your application has not been shortlisted.