

JOB DESCRIPTION	
Job Title	Head of Legal Advice Services
Team	Legal Advice Services (LAS)
Reports to	CEO
Location	Remote, with monthly visits to London office
Direct Reports	Rights & Benefits Advisers
Role Overview	
<p>Oversee the efficient and effective delivery of legal advice and coaching to working parents and carers to meet the Advice Quality Standard.</p> <p>Ensure the requirements for monitoring and numbers of beneficiaries are met. Manage all insurance, compliance and quality standards relating to the advice service.</p> <p>Oversee the delivery of high-quality training and non-litigation casework to working parents and carers needing ongoing support and/or to legal advisers.</p> <p>Identify and manage strategic judicial interventions.</p> <p>Oversee the constant updating/enrichment of the advice pages of WF website and the drafting of the LAS newsletters.</p> <p>Drive the development of the service.</p> <p>Manage, and enrich the partnership with solicitors.</p> <p>Collaborate with the Fundraising and Policy team on bids, consultations etc.</p> <p>Represent Working Families externally.</p>	
Key Responsibilities	
<p>1. <u>Legal advice and training</u></p> <p>Manage the LAS team, ensure the LAS delivers individual advice, oversee the provision of relevant and correct advice and coaching to parents and carers on employment rights and in-work benefits.</p> <p>Keep abreast of changes in employment, financial or other relevant support for parents, incorporating these into the website as required</p> <p>2. <u>Policy & influencing</u></p> <p>Identify policy, legal and strategic issues and collaborate with the Heads of Policy & Influencing and/or the CEO to develop policy relevant to employment legislation.</p> <p>3. <u>Website and Communications</u></p>	

Oversee the enrichment of WF's Advice webpages and other relevant publications (especially in specific area of expertise), ensure content remains relevant and up to date.

Oversee the development and improvement of tools and processes for engaging and increasing the number of LAS' service users (eg regular newsletters, social media, other publications, and events).

Assist with media requests, as necessary. Ensure is updated with all LAS contacts Donorfy with new contacts, esp in the legal communities.

4. Trusts and Foundation funding

Ensure funders' requirements are met, provide feedback, and contribute to the improvement of annual stats and other feedback.

5. Outreach and collaboration

Delivery of specific projects to analyse and develop the work of the LAS. Oversee the outreach, training for parents, advisers and organisations and partnering of other organisations.

Manage and build the partnership with solicitors and law firms. Oversee the engagement of LAS volunteers.

Represent WF at relevant stakeholder meetings.

Person Specification

Essential

- **Advice**
- Legal qualification as a solicitor or barrister
- Expertise in and experience of advising on employment law and discrimination
- Understanding of benefits and other support available to families
- Experience of providing training
- Computer literate, experience of using case management database to record advice
- Knowledge of case law, and confidence in using textbooks and online sources to support practice
- Ability to respond to callers in an empathetic and professional manner

- **Policy and Communication**
- Ability to write clearly about complex issues in an accessible manner
- Ability to identify policy issues arising from advice work
- Ability to set priorities and manage own workload
- Ability to identify own training and development needs and commitment to keeping up to date with all relevant changes in benefits and employment rights
- Ability to represent the organisation externally as subject matter expert

- **Team and budgetary management**
- Ability to set priorities and training needs and manage own workload

- Ability to manage a small team of advisers and engage with and/or supervise a wider team of volunteers
- Ability to manage a budget

Desirable

- Expertise in and experience of advising on benefits and other support available to families
- Experience of working with public bodies to shape policy and law
- Experience of planning and writing advice publications for members of the public
- Knowledge of disability equality issues
- Experience of coaching/training parents and/or second tier advisers
- Ability to manage and interrogate database to produce reports