



Head of Learning & Development

Reports to: Director of Strategy
Salary: Up to £38,000
Hours: Full-time - 35 hours per week*
Term: Permanent contract, subject to 6-month probationary period
Holiday: 25 days
Benefits: Statutory pension scheme
Location: Home working initially (due to Coronavirus), then Central London office

* occasional weekend and evening work may be required

About LAPG

LAPG is a membership body representing legal aid practitioners in England and Wales and the clients they serve. Our Members are private practice and not-for-profit (NfP) organisations, Law Centres, barristers and costs lawyers. We believe that access to justice is a fundamental right and as such we campaign for a fair, comprehensive and accessible legal aid scheme. We work closely with other representative bodies to raise awareness about the importance of legal aid, the work of legal aid practitioners and the needs of clients. We seek to work with the Legal Aid Agency (LAA) and Ministry of Justice (MoJ) on specific issues, and attend a range of operational and policy meetings. We respond to consultations on justice issues.

We **influence** the policy makers in government by lobbying for improvements to the rules and regulations, in an effort to improve the current system which excludes some of the most vulnerable members of society. We fight for change to remedy the devastating impacts of the cuts, and by tirelessly informing and advising decision-makers on the likely consequences of proposed actions. We run the All-Party Parliamentary Group on Legal Aid (APPG), in conjunction with Young Legal Aid Lawyers, to campaign, and to serve as a platform to raise issues and generate discussion in Parliament.

We provide **operational support** to all those on the front line by campaigning for improvements to the administration of the scheme and by helping providers to resolve their contracting issues. We provide training and resources to practitioners to help them to navigate the legal aid scheme and run sustainable practices.

We foster a **community** of legal aid lawyers by celebrating, training and supporting current practitioners and those who aspire to work in access to justice. We run training courses for practitioners, an annual conference, and the Legal Aid Lawyer of the Year awards (the LALYs) to celebrate the work done at the coalface by legal aid lawyers.



Purpose of role

The Head of Learning & Development (HoL&D) will expand LAPG's current training offer, generate new income streams and reach new audiences. The HoL&D will identify training and support content and delivery methods that best meet the needs of legal aid practitioners and help them to become as effective as they can be in assisting their clients and delivering viable services. The HoL&D will embrace the opportunities presented by a shift in practitioner behaviour in relation to accessing and interacting with online learning and support processes. The role will both learn from and inform LAPG's policy, campaigning and operational work and will provide support to the rapidly expanding political influencing work carried out under the auspices of the APPG.

Context

LAPG has always had a strong training offer which reflects its unique position as the only body representing the views of and catering for the needs of all those who contribute towards the delivery of the legal aid scheme. In recent years that offer has expanded to focus on the development of professional and personal skills and competencies and on practice management. The creation of this new role is a recognition that LAPG has identified the need to provide additional support to legal aid practitioners to ensure that they can remain effective and viable in a very challenging funding and policy environment.

Key task areas and duties

1. Develop and, where appropriate, deliver LAPG's legal aid practitioner-focussed training and support services, including primary responsibility for the LAPG Certificate in Practice Management course and training to support practitioner development and compliance such as Supervision courses.
2. Expand LAPG's online training offering, including primary responsibility for the development of the Introduction to Legal Aid course modules.
3. Work alongside policy and operational team members to understand and respond to existing and emerging training and support needs within the legal aid community and utilise clear and effective methods of communicating to potential training delegates.
4. Manage the consultancy arrangements that flow from training provision.



5. Assisting the CEO with compliance and reporting requirements of any grant funding arrangements that support training and support services and the preparation and presentation of reports to LAPG's Board of Directors.
6. Work with the Director of Strategy to develop new training products and reach new audiences and ensure that LAPG's Strategic Plan caters for the training and support needs of practitioners.
7. Support the Head of Parliamentary Affairs to deliver a range of training and support products to MPs and their support staff.
8. Expand LAPG's practical support offering to members by, for example, improving the resources available on LAPG's website, and assist the Director of Strategy to expand LAPG's membership by offering tangible and effective member benefits.
9. Work collaboratively with LAPG's partner organisations such as The Law Society, Legal Action Group and Resolution to ensure that training programmes are co-ordinated, have maximum impact and reduce the potential for competition and duplication.
10. Respond to ad hoc request for in-house or tailored training services.
11. Develop LAPG's training and support services to become a self-sustaining income generation mechanism for LAPG.
12. Support the delivery of LAPG's key events such as the annual conference and LALY awards.
13. Other tasks to support the delivery of LAPG's Strategic Plan as appropriate.



Person Specification

	Essential	Desirable
1. Experience of managing and developing a diverse portfolio of training and support services.	√	
2. Experience of developing new training and support products to meet the existing or emerging needs of professional service providers.	√	
3. Excellent administrative and organisational skills and attention to detail.	√	
4. A proven track-record of generating income from the delivery of training and/or support services.	√	
5. Excellent interpersonal skills and experience of delivering training and support services to members and stakeHOL&Ders from a professional services industry.	√	
6. Experience of developing and managing live and static online training content.	√	
7. A positive, solution-focused attitude and a proactive approach to issues and challenges.	√	
8. Excellent data management skills and the ability to use and manage data to understand the training and support needs of a target audience.	√	
9. Understanding of the legal aid sector, legal services, pro bono, access to justice, and approaches to corporate social responsibility.		√
10. Experience of delivering training on professional and personal development, compliance and/or practice management.		√
11. Experience of using social media to disseminate information and reach identified target audiences.		√
12. Experience of maintaining website content.		√
13. Commitment to LAPG's 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 **5pm on Tuesday, 1 September 2020** – please email your application to: office@lapg.co.uk citing “HoL&D” in the subject line.

For an informal conversation about the role (in confidence) please contact Chris Minnoch, CEO at chris.minnoch@lapg.co.uk.

We are aiming to interview shortlisted candidates on 14 and/or 15 September 2020 (interviews may be held remotely). If you are unable to attend on the dates specified, please mention with your application.

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

LAPG is committed to equality, diversity and inclusion. We welcome applications irrespective of race, religion, gender, marital status, sexual orientation, disability or age. LAPG wishes to monitor its progress towards implementing this. When applying for a job at LAPG please help us by completing our voluntary [Equal, Diversity & Inclusion Monitoring Form](#). 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 LAPG, 12 Baylis Road, SE1 7AA. 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