



Administration Officer

Reports to: Chief Executive Officer
Salary: £27,300 (FTE)
Hours: Part-time - 14 hours per week*
Term: 12-month fixed-term contract, subject to probationary period and with the potential for extension
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 Administration Officer (AO) will maintain and develop LAPG's data collection systems such as membership records, training and event attendees and contact lists. The AO will support the organisation's policy, campaigning and membership support work by, for example, helping with the administration and delivery of training events, meetings and conferences. The AO will maintain website content and support team members to communicate with LAPG's membership, Board of Directors, Advisory Committee, and other stakeholders and audiences.

Context

Although relatively small, LAPG's work is complex and varied and the role requires a personable individual with excellent administrative and organisational skills, attention to detail, strong abilities in using IT, databases, management of website content, mass-mailing systems, customer relationship management (CRM) systems (such as Salesforce), and preferably (but not essential) experience of working in a membership organisation and an understanding of the legal aid sector.

Key task areas and duties

1. Provide general administrative support to LAPG's CEO, Director of Strategy, Head of Parliamentary Affairs and Head of Learning of Development.
2. Support LAPG's members by keeping membership records up to date (including administration of a CRM system such as Salesforce), assisting with the annual membership renewal process, and with the preparation and distribution of regular updates.
3. Assisting with the annual membership invoicing process and tracking membership payments throughout the year, including by providing monthly internal reports.
4. Assist the CEO and Director of Strategy to support the functions of the Board of Directors and Advisory Committee, including preparing and circulating meeting papers and keeping minutes.
5. Support the Head of Parliamentary Affairs with the administrative aspects of APPG meetings, training courses and other events.
6. Support the Head of Learning & Development with the administrative aspects of LAPG's training and support programme.



7. Help with the collection of evaluation data, statistics and research reports and survey responses, and assist with the production of internal reports for Staff, Board and Committee consideration and external reports to funders and other stakeholders.
8. Assist team members with keeping website content up-to-date and relevant for the target audiences.
9. Provide administrative support for LAPG's events such as the annual legal aid conference and Legal Aid Lawyer of the Year awards.
10. Other administrative and support tasks as appropriate.



Person Specification

	Essential	Desirable
1. Experience of using a customer relationship management (CRM) system, preferably Salesforce, and using CRM systems to collect and analyse data and run reports.	√	
2. Experience of utilising mailing systems such as Mailchimp to communicate with members.	√	
3. Excellent administrative and organisational skills and attention to detail.	√	
4. Knowledge and understanding of the importance of building and maintaining relationships with members and key stakeholders.	√	
5. Excellent interpersonal skills and experience of working with members and stakeholders from a professional services industry.	√	
6. A positive, solution-focused attitude and a proactive approach to issues and challenges.	√	
7. Excellent database skills – ability to accurately record data, and monitor and report on trends.	√	
8. Knowledge of membership schemes and related financial administration.		√
9. Understanding of the legal aid sector, legal services, pro bono, access to justice, and approaches to corporate social responsibility.		√
10. Experience of planning and supporting events administration.		√
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