



Service Co-ordinator – Management & Leadership Hub

Reports to: Management & Leadership Hub Director
Salary: £28,000 - £34,000 (dependent on experience)
Hours: Full-time - 35 hours per week*
Term: Permanent contract, subject to 6-month probationary period
Holiday: 25 days
Benefits: Statutory pension scheme
Location: Central London (home working arrangements to be negotiated)

* 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 and are a formal consultee body with government on legal aid policy and contracting 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 advocating 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

This Management & Leadership Hub (M&LH) role will expand LAPG's current training and support offer, broadening the range of services that LAPG offers to NfP organisations delivering specialist advice. The role will provide direct support to the M&LH Director and work closely with LAPG's learning and development, member services and policy teams. The M&LH role will support the Director to deliver the project plan and meet the expectations of both service beneficiaries and current and future funders. It is key to this role that the Co-ordinator has experience of managing the delivery of training and support services and the expertise to adapt those services to the emerging needs of the specialist advice sector, both in terms of content and in relation to modes of delivery. The role will both learn from and inform LAPG's policy, campaigning and operational work and ensure that LAPG's services are co-ordinated with those offered by other network and membership bodies to maximise impact and minimise unnecessary duplication.

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, and the broader M&LH project, is a recognition that LAPG is well placed to deliver services that strengthen management and leadership capacity across the specialist advice sector. The M&LH project is one of a number of the Community Justice Fund's FunderPlus initiatives and will work collaboratively with complementary programmes from bodies such as Law Centres Network, Citizens Advice and AdviceUK.

Key task areas and duties

1. Co-ordinate the services delivered by LAPG's new Management & Leadership Hub, including the Management & Leadership Programme, Introduction to Management course and online training and support resources.
2. Assist the M&LH Director with his functions (including diary management and consultancy delivery).
3. Assist with the delivery of consultancy projects, which will include managing consultancy allocations and coordinating the work, reporting and invoicing of independent consultants.
4. Resolve training delegate and client queries and manage delegate and client relationships.



5. Work alongside the Operations Officer to maintain software licenses and other M&LH operational resources.
6. Assist the Director with the design of and then coordinate the alumni programme and the peer-to-peer support and mentoring schemes.
7. Support the Operations Officer, Director and SMT with the development and maintenance of LAPG's online and social media profile and content.
8. Assist the Director with compliance and reporting requirements of any grant funding arrangements that support the M&LH and the preparation and presentation of reports to LAPG's Board of Directors.
9. Have or develop expertise in podcast and video production and assist with the production, editing and publication of the same.
10. Coordinate all M&LH training and events, including:
 - deliver the expression of interest/allocation processes for training places
 - maintain a training diary and ensure attendees have appropriate joining instructions
 - maintain resources and training materials and ensure that content owners review and update them as appropriate
 - arrange meetings and book venues, catering etc.
 - maintain and update the training platform
 - monitor training attendance, feedback and attendee issues
 - allocate tutors and act as a liaison between delegates and tutors where appropriate
11. Work collaboratively with LAPG's partner organisations such as The Law Society, Law Centres Network, AdviceUK, Legal Action Group and Citizens Advice to ensure that training programmes are co-ordinated, have maximum impact and reduce the potential for competition and duplication.
12. Respond to ad hoc requests for in-house or tailored training services by co-ordinating LAPG's offering and liaising with external providers/trainers where necessary.
13. Support the delivery of LAPG's key events such as the annual conference and LALY awards.
14. Work collaboratively with the Service Co-ordinator (Learning & Development) to ensure co-ordination across all of LAPG's training and support services and provide cover for that role where necessary.
15. Other tasks to support the delivery of LAPG's Strategic Plan as appropriate.



Person Specification

	Essential	Desirable
1. Experience of managing a diverse portfolio of training and support services (comparable project management experience will be considered).	√	
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. Excellent interpersonal skills and experience of co-ordinating services for members and stakeholders from a professional services industry.	√	
5. A positive, solution-focused attitude and a proactive approach to issues and challenges.	√	
6. Excellent data management skills and the ability to use and manage data to understand the training and support needs of a target audience.	√	
7. Experience of using social media to disseminate information and reach identified target audiences.	√	
8. Experience of developing and managing live and static online training content, podcasts and video production.		√
9. Understanding of the NFP advice sector and the broader funding and policy environment.		√
10. Experience of maintaining website content.		√
11. 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. Please outline 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 note that we are recruiting concurrently for two very similar roles – Service Co-ordinators for our existing Learning & Development programme and for our new Management & Leadership Hub. Both focus on LAPG’s learning, development and support offer to practitioners and organisations in the specialist advice sector. Applicants are encouraged to apply for either role, or may wish to express an interest in both roles. The two posts will work closely together and we are looking for very similar skill sets and will be assessing applications against similar person specifications. If you have any questions about the roles or the recruitment process, please contact us.

Please apply by **5pm on Friday, 3 December 2021** by emailing your application to: office@lapg.co.uk citing “Service Co-ordinator – M&LH” 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 conduct remote interviews with shortlisted candidates on 15 and/or 16 December 2021. 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 prior to interview.

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.

November 2021