

Job Description:

Head of Legal Advice [Part Time]



Toynbee Hall
For a fairer future Since 1884

Job title	Head of Legal Advice [Part Time]	Location	Toynbee Hall, E1 6LS
Directorate	Advice Services	Length of contract	Permanent
Outreach Work Required	No	Safeguarding level	Standard
Reporting to	Director of Advice Services	Direct reports	Legal Advice Supervisors
Working Hours	Part-time [14 hours per week]	Working Pattern	Hybrid

About Toynbee Hall

Based in the East End of London since 1884, Toynbee Hall is a charity working alongside people facing poverty, injustice, and inequality to build a fairer East London. We provide vital advice and support, working in partnership to tackle unfairness and ensure everyone has an equal chance to thrive.

We have recently launched a new strategic plan which reinforces that our purpose is to build a fairer future with an end to poverty, injustice and inequality.

We work towards this by:

- Addressing poverty and injustice through advice and support and influencing systemic change.
- Shifting power to people and communities affected by injustice and inequality.
- Collaborating to end poverty and build fairer systems and institutions. What we want to see in the world starts with our community and our organisation.

This means:

- Working together to build a thriving local community where people have the resources they need, feel their voices are heard and are optimistic about the future.
- Being a good employer, where people are treated fairly, feel engaged and empowered, and work together to achieve our shared vision.
- Acknowledging the role Toynbee Hall has historically played in civic society while recognising that our role now is to shift power, to be an effective partner, and to amplify voices that are less likely to be heard.

What we learn from our work in east London we use to inform and influence wider policy – working to influence change in structures, systems and policies.

Directorate background

The Advice Services directorate at Toynbee Hall is central to our commitment to address and alleviate poverty in London and beyond. Specialising in debt, welfare benefits, legal support, and generalist advice, our directorate has proven instrumental in significantly enhancing the financial wellbeing of those we serve. Last year alone, our efforts helped individuals and families to be over £23 million better off, showcasing the direct impact of our work.

Our operational model combines direct service provision with a collaborative approach. We directly employ a number of advisors who deliver expert, impartial advice. Simultaneously, we lead a coalition of 15 partner charities—including local Citizens Advice Bureaus and law centres—where additional advisors are employed. This structure allows us to amplify our reach and effectiveness, ensuring that a comprehensive network of support is available to those in need.

By integrating direct support with strategic partnerships, the Advice Services directorate not only tackles immediate financial and legal challenges but also contributes to the broader goal of systemic change, enhancing economic security and community resilience across one of the most challenged demographics in the nation.

Team background

Toynbee Hall's free legal advice services are the oldest continuously running legal advice services in the world, with a rich history of providing vital support to individuals and families facing legal challenges. Our legal advice team specialises in offering a wide range of legal support, including housing, employment, family law, and a women's only advice clinic. We are dedicated to ensuring that our clients receive high-quality, impartial advice that empowers them to navigate complex legal situations.

Our services are bolstered by strong partnerships with several pro-bono law firms, allowing us to expand our reach and impact. These collaborations enable us to provide comprehensive legal support, leveraging the expertise and resources of our partners to benefit our clients. Through these partnerships, we ensure that our clients have access to the best possible legal advice and representation, regardless of their financial circumstances.

How we work

Our values are **Inclusive**, **Courageous** and **Empowering** and we expect everyone who works with us to work in a way that aligns with these values and to do their utmost to deliver our strategic objectives according to their role.

Job purpose

The Head of Legal Advice at Toynbee Hall will oversee the delivery of high-quality legal advice services, maintain and grow key partnerships, and support the strategic expansion of the service. This role is ideal for a trained and practicing solicitor or barrister seeking a flexible, impactful position. The role involves managing a small team, ensuring compliance with legal standards, and focusing on developing new clinics and partnerships with law firms to fund and expand our services.

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Scope of role

The Head of Legal Advice oversees the delivery of comprehensive legal advice services, manages key relationships with existing funders and pro-bono partners, and actively seeks new partnerships to expand and enhance our services. This includes strategic planning, team management, and operational oversight to ensure compliance with legal standards and the effective delivery of services. The role requires strong leadership skills to manage and support a team of legal advice supervisors and the ability to engage with and cultivate relationships with key stakeholders to secure funding and volunteer support.

Key working relationships

Director of Advice Services: Provide strategic and operational support. Collaborate on strategic planning and implementation.

Legal Advice Supervisors: Line manage and support supervisors in their specialised areas. Ensure consistent high-quality service delivery across all legal advice areas.

Law Firms and Pro-Bono Partners: Manage and nurture relationships with law firms that fund our services and provide pro-bono volunteers. Cultivate new partnerships to support and expand services.

Policy and Research Team: Liaise for integrating research into services.

Key Responsibilities

1. Strategic Leadership

- Develop and implement strategic plans to enhance and expand legal advice services.
- Monitor and report on the progress of strategic initiatives and special projects.

2. Strategic Growth

- Develop and implement plans to expand the number of legal advice clinics.
- Cultivate relationships with law firms to secure pro-bono support and funding.
- Identify and pursue funding opportunities to sustain and grow services.

3. Team Management:

- Line manage legal advice supervisors, ensuring they provide specialised, high-quality service delivery.
- Oversee recruitment, training, and development of the legal advice team.
- Conduct performance appraisals and address HR issues within the team.

4. Operational Oversight:

- Ensure efficient and effective delivery of legal advice services.
- Develop and enforce operational policies and procedures.
- Ensure compliance with legal standards and regulatory requirements.

5. Partnership Building:

- Act as an ambassador for Toynbee Hall's legal advice services, attending networking events, forums, and stakeholder meetings to enhance visibility and reputation.



Person Specification

The successful candidate will demonstrate:

Essential Criteria

1. Professional Experience and Expertise:

- Qualified solicitor or barrister with significant legal advice experience.
- Proven experience in a leadership or management role, ideally within the charity, pro-bono, or legal advice sector.
- Strong track record of cultivating partnerships with law firms and other stakeholders to secure pro-bono support and funding.
- Demonstrated ability to manage and support a small team, ensuring high-quality service delivery.

2. Strategic and Operational Skills:

- Strong strategic planning and execution skills with a focus on measurable outcomes.
- Understanding of legal compliance and regulatory requirements in the context of advice services.
- Ability to oversee quality assurance processes and implement continuous improvement initiatives.

3. Communication and Relationship Management

- Excellent written and verbal communication skills, with the ability to represent the organisation effectively in external forums and media engagements.
- Strong interpersonal skills to build and maintain positive relationships with funders, pro-bono partners, staff, and stakeholders.
- Competence in handling sensitive information with discretion and maintaining confidentiality.

4. Personal Attributes

- Professionalism, integrity, and a collaborative mindset.
- Proactive and independent working style, with the ability to balance priorities effectively within a part-time schedule.
- Resilience under pressure, maintaining focus on objectives.

5. Commitment

- Strong alignment with Toynbee Hall's mission, strategy, and values.
- Willingness to engage in relevant training, including safeguarding and professional development.

Desirable Criteria

- Practising solicitor or barrister with up-to-date practising certificate.
- Experience working on legal issues affecting low-income or disadvantaged communities, such as housing, employment, or family law.
- Familiarity with the pro-bono or charity legal advice sector.
- Experience in policy development, advocacy, or contributing to systemic change initiatives.