



LEGAL ADVICE VOLUNTEER

About Us

The Beacon Project is a community-focused programme providing confidential advice, connection, and learning opportunities for residents in the World's End area. Through weekly coffee mornings, group sessions, and a befriending service that matches individuals with friendly Connectors for regular meet-ups, Beacon helps reduce isolation and build meaningful local relationships. We also offer free, practical support on issues such as benefits and housing, helping people understand their options and access the advice they need. The programme is delivered as a partnership between Family Friends and Nucleus Legal Advice Centre.

About the Role

As a Legal Advice Volunteer, you will be the first point of contact for many of our clients, providing a welcoming and professional service while supporting our advice team. You will play an important role in helping people access the advice and support they need, while gaining valuable experience in legal advice and community engagement.

This is an excellent opportunity for someone interested in legal advice, social justice, policy, or community development who wants to gain practical experience while making a meaningful difference.

Key Responsibilities

- Carry out initial triage to assess advice needs and, where appropriate, signpost clients to relevant services.
- Analyse information from advice cases to identify recurring issues and patterns affecting residents.
- Assist clients in completing income and expenditure forms and budgeting plans.
- Help gather evidence from client experiences to support service improvement and advocacy.
- Support projects and campaigns focused on digital inclusion, accessibility, and reducing barriers to online services
- Support the delivery of drop-in advice sessions.
- Complete benefit checks and applications.



- Work collaboratively with staff, volunteers, and community partners to achieve shared objectives.

Skills and Experience

- Good research and analytical skills.
- Background knowledge of legal issues- you will get trained for further knowledge.
- Strong written and verbal communication skills.
- Good organisational skills and the ability to manage tasks independently.
- Confidence using online research tools and digital platforms.
- A commitment to supporting people and promoting equality, inclusion, and access to justice.
- Understanding of the importance of confidentiality and professional boundaries.

Equality, Diversity and Inclusion

The Beacon Project is committed to Equality, Diversity and Inclusion. We are committed to creating an inclusive environment where everyone is treated with dignity, respect and fairness. We welcome applications from people of all backgrounds, identities and experiences. We are committed to making reasonable adjustments throughout the recruitment process and during volunteering to ensure everyone has the opportunity to contribute and thrive.

We believe that a diverse team helps us better serve the residents of World's End Estate and strengthens our work within the community.

Expenses

We want volunteering with us to be accessible to everyone. Reasonable travel and food expenses will be reimbursed. Further information on claiming expenses will be provided during the interview stage.

How to Apply

Please send your CV and a short personal statement outlining your suitability to:
hello@thebeaconpartnership.org