



PROGRAMMES MANAGER

Recruitment Pack

WELCOME FROM THE CHIEF EXECUTIVE

Dear Candidate,

I am delighted that you have shown an interest in our **Programmes Manager** role. This post works across projects within our Sector Support and Grants team

managing relationships with beneficiaries and partners and coordinating monitoring and evaluation.

London Legal Support Trust has been supporting free legal advice providers for the last 20 years by providing financial and non-financial support. The organisations we support include Law Centres, Citizens Advice, and other legal advice agencies. These organisations help families facing homelessness, older people requiring community care, trafficked women and children and women fleeing domestic violence, people with disabilities, refugees, people who are facing unemployment, discrimination and those with mental health problems.

LLST has four core strands of work in support of free legal advice services in London and the South East:

- Raising funds to distribute as grants
- Working collaboratively with others to raise funds for the free legal advice sector and work towards responding issues that affect the advice sector,
- Supporting the free legal advice providers through funder plus programmes, including the Centres of Excellence programme, the billing project, specialist advice forum,
- Helping to reduce costs and save money through pro bono or discounted schemes

We hope you would like to join our small and very friendly team, and we look forward to receiving your completed applications.

Best Regards,

Nezahat Cihan

Chief Executive Officer

HOW WE WORK

Our events

London Legal Walk

The continued growth of the London Legal Walk owes a huge amount to the support received from the Lord Chief Justice, the Master of the Rolls, the President of the Supreme Court, The Director of Public Prosecutions, the President of the Law Society, the Chair of the Bar Council and the President of CILEx, as well as a large number of leading judges, leading partners of City firms and heads of chambers who participate.

Over 1,100 teams in the 2024 London Legal Walk represented every aspect of the legal profession, solicitors' firms and barristers' chambers, in-house lawyers, Law Centres, law schools, independent advice agencies and Citizens Advice. Many friends, families and supporters also took part. Some walkers even brought their dogs!

Regional Walks

We organise similar walks in Brighton, Chichester, Guildford, Oxford, Reading, Eastbourne, Southampton, Hastings, Hackney and Tunbridge Wells. All the money raised locally goes to the local advice agencies.

Other fundraising events

We deliver a number of other fundraising events during the year, such as the Great Legal Bake, Great Legal Quiz and Walk the Thames. We also support people fundraising for LLST through London Marathon, ASICS 10k, Big Half Marathon, Royal Parks Half Marathon. We also raise money through individual and corporate donations.

Our grants

The money raised is distributed to legal advice centre beneficiaries through occasional small grant rounds, emergency funding, and our Centres of Excellence Scheme.

Our Support for Legal Advice Centres

Centres of Excellence Scheme

In partnership with City Bridge Foundation, LLST has developed the Centres of Excellence scheme as a diagnostic process to assist legal advice agencies to identify their strengths and weaknesses, and to help LLST to assess how it can further support them. The programme is not a quality mark or a pass/fail assessment. It is an offer of support through an ongoing process of continuous development with some funding attached.

London Specialist Advice Forum

The London Specialist Advice Forum was created after a need was identified for Centres of Excellence agencies to have a space to share ideas, discuss issues, and offer peer support.

Billing Project

We help free legal advice agencies with legal aid contracts to manage their contracts effectively by investing in billing coordinators that help organisations to clear their backlogs, improve their systems and increase cash flows.

Advice Workforce Development Fund

Following initial brainstorming with the London Advice Funders and sector representatives, together with the Trust for London and Paul Hamlyn Foundation, we commissioned the Addressing Skills Gap research in 2022 to identify potential solutions to the workforce crisis in the advice sector. The research report listed a number of recommendations for the funders and advice organisations to work together to start responding to the skills shortages within the advice sector. A group of funders, including Trust for London, City Bridge Foundation, Paul Hamlyn Foundation and the National Lottery Community Foundation, have contributed to a pooled fund to start working on some of these recommendations. The Greater London Authority and The Legal Education Foundation also support projects that align with this work. This project is a part of Robust Safety Net of the London Funders' Propel initiative.

Cost of Living Project

The Cost of Living Advice project is a partnership between the Greater London Authority (GLA), London Legal Support Trust (LLST), and London Citizens Advice network in response to the cost of living crisis. GLA are funding the LCA network and LLST Centres of Excellence (COEx) to work in partnership. The funding aims to increase advisor capacity across the wider London advice sector to deliver an advice model that responds to the needs of Londoners struggling with the cost of living, and extend the sector's reach to support to more Londoners.

Money Saving Project

LLST continues to support free legal advice organisations through providing money saving groups, education about discounts or exemptions available to charities and managing in-kind donations from law firms or chambers. Specific arrangements exist to save money for charities on stationery, photocopiers and printers, franking machines, energy costs, software, hosted cloud solutions, CRM systems and more.



JOB DESCRIPTION

Programmes Manager

Reports to:	Head of Sector Support and Grants
Salary:	£37,500-£40,500 p/a
Location:	Hybrid (min. 1 day per week in Holborn office)
Hours:	Full time. Some evening and weekend work and some travel is required
Contract:	1 year FTC (with strong possibility of extension)

PURPOSE OF THE POST

The Programme Manager role will work with the Head of Sector Support and Grants and the CEO to:

- Oversee the development and management of LLST grant programmes to support the free legal advice sector
- Develop and manage funded programmes, supporting funded delivery partners and carrying out monitoring and evaluation of the programmes
- Work collaboratively with key stakeholders and partners across the sector to develop opportunities to best support free legal advice sector organisations
- Draw out learning for development.

PARTNERSHIP DEVELOPMENT AND COMMUNICATIONS

- Help to develop, review and implement existing project plans and support development of project plans for new programmes.
- Ensure that community-based partners are engaged in shaping project design and delivery.
- Build partnerships with other key stakeholders (such as training bodies) to develop opportunities to best respond to emerging sector needs.
- Facilitate shared learning between funded partners to reflect changing needs, which may affect delivery and development of co-produced solutions.
- Collate and present statistical information & evidence on project outcomes to all stakeholders, including data from specialist free legal advice agencies.

- Maintain proactive communication with the grant programme members through social media, events, and emails as required.
- Draw out key themes and learning from delivery partner data to feed into LLST comms work.
- Working closely with the CEO, and Head of Sector Support & Grants to build partnerships with other funders to bring in more resources by way of working in partnerships and avoid duplication to ensure long term sustainability of the sector

PROJECT MONITORING AND REPORTING

- Manage regular collection of data from project partners and working with the Head of Sector Support & Grants and Communications Manager, produce high quality and compelling visual representations of data and lessons learned, to share internally and externally, including with funders.
- Working closely with the Head of Sector Support & Grants, the CEO and other key stakeholders including any learning partners, develop and regularly review project plans with partners involved.
- Regularly produce project progress reports against the project plan and feedback to the Head of Sector Support & Grants, CEO, and other partners including funders, reporting, as soon as possible, any issues that may hinder project delivery.
- Produce regular statistical reports on project progress.
- Liaise with the delivery partners for any required reporting information, such as case studies and user feedback.
- Maintain open and regular communication with all stakeholders and partners to maximise partnership opportunities and support for delivery partners.
- Maintain good data records via LLST's internal systems including Salesforce and SharePoint (training to be provided).
- Use IT effectively for statistical recording, document production, and presenting data effectively.

ENGAGEMENT, RESEARCH AND LEARNING

- Effectively support, organise and facilitate planning and delivery of networking activities and programme events including seminars and conferences as required.
- Work with the Head of Support & Grants and the CEO, and partners to identify good practice emerging from the programmes and disseminate these through seminars, conferences, and external meetings as required.
- Attend internal and external meetings where necessary and contribute to planning and delivery of activities for sharing lessons.
- Working with the Head of Sector Support & Grants and the CEO, use learning to support partners developing further ideas to respond to emerging issues in the advice sector.

GENERAL

- Ensure LLST's activities comply with charity, company, and general law.
- Assist with the day-to-day smooth running of the office, and other tasks as required generally commensurate with the post.

This job description does not form part of the Contract of Employment.

PERSON SPECIFICATION

Essential:

- Passionate about access to justice and enthusiasm for our work and commitment to social justice and equal opportunities for all.
- Experience and/or understanding of grants management/ project management in the funding or advice sector
- Strong project management experience both in terms of managing and developing projects.
- Strong experience and ability to set up and maintain systems to support delivery of project work
- Proven ability to devise, implement, monitor and evaluate project delivery against targets
- Experience and ability to engage with and work constructively with external agencies, partners and community groups to achieve positive outcomes
- Proven ability to research, analyse and interpret complex information and produce clear verbal and written reports
- Experience of using CRM systems
- Proven ability to communicate with a wide range of people and to liaise with other organisations
- Ability to help shape communications and social media content for projects
- Understanding of the free legal advice and / or pro bono sectors
- Confidence with IT including Microsoft Word, Excel, Outlook and the internet.

Desirable:

- Knowledge and understanding of Salesforce
- Grant making experience
- Confidence in social media platforms

EQUALITY AND DIVERSITY

The advice sector provides services to a very diverse range of communities in London. We believe that a more diverse and inclusive organisation is the perfect environment to bring more innovation and better decision making. We are therefore particularly welcome of applications from diverse backgrounds including, Black and minoritised communities, and from people with disabilities to help strengthen the diversity of thought and experience in our team.

We are committed to providing a supportive and inclusive culture for everyone who needs or provides our services and within our own organisation and will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, gender identity (including transgender), disability, nationality, national or ethnic origin, religion or belief, marital / partnership or family status, caring responsibilities, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other factor.

As employers, we aim to treat all employees and job applicants equally and fairly and not unlawfully discriminate against them.

Benefits

- 25 day of annual leave (pro-rata for part time) plus bank holidays (pro-rata for part time). Allowance increases due to years of service to 27 days for 2+ years, 29 days for 4+ years and 31 for 6+ years.
- 5% Employer pension contribution
- Hybrid working
- Flexible working options
- Employee Assistance Programme
- Continuing professional development opportunities

How to apply

To apply for this role, click the 'quick apply' button on the CharityJob website and submit a copy of your CV with a covering letter of no more than two pages of A4, describing how you meet the requirements of the role and the criteria outlined in the person specification.

Included in your cover letter, you should give the names, positions, organisations and telephone contact numbers of two referees, one of whom should be your current/most recent employer. References will only be taken once your express permission has been granted.

Please ensure that you have included mobile and home (if there is one) telephone numbers, as well as any dates when you will not be available or might have difficulty with the indicative timetable.

For further information, please contact Rosa Coleman at rosa@l1st.org.uk for a confidential, informal discussion.

Timetable

Closing date: 9am, Monday 15 July 2024

Interviews: Week commencing 22nd July

The successful appointment is subject to satisfactory written references.