

Our ref: PM  
Your ref:  
Date: April 2021

Dear Applicant

### **Community Engagement Manager**

Thank you for your interest in South West London Law Centres and the post of Community Engagement Manager. Please find below the job description and person specification for this full time role.

Our Law Centre helps local people across south-west London to access justice and uphold their everyday rights, by providing specialist legal advice on social justice issues including housing, employment, debt, benefits, asylum and immigration.

Without the free or low-cost legal services our charity provides, many people we help would be locked out of accessing justice, because they can't afford a lawyer. You can see our impact in our [annual review](#).

The Covid-19 pandemic has increased our awareness of the need for the Law Centre to be rooted in the community we serve, in order that we can be certain that we are reaching all of those who need our assistance and to be sure that our services meet the needs of our community.

This is a new post, initially funded for a 12 month period, but we are seeking further funding in order that the role can become permanent.

We are looking for an experienced candidate with a proven track record who can continue to develop our relationship with the organisations that refer to us and who can help us to develop new projects in accordance with the needs of the community.

We're the largest law centre in the UK and we provide a wide-ranging service helping thousands of people at difficult moments in their lives. Although recent cuts to funding and legal aid cuts since 2013 mean the environment we work is challenging, the impact of Covid-19 and the 50<sup>th</sup> anniversary of the UK's first law centre continue to highlight the importance of law centres' work in communities.

It's vital that our local community knows we're here to help them, and this role is key to ensuring this.

The Community Engagement Manager will be supported by Senior Management Team, but will also need to be a self-starter who has autonomy to think creatively, and the confidence and experience to lead our community work, and collaborate with our team of expert advisers and support staff.

If you share our commitment to addressing injustice, discrimination, inequality and poverty, then this could be an exciting opportunity for you.

**The application process:**

To apply, please complete the application form. Your application should address what we are looking for in our job description and person specification. Please return this by e-mail to [recruitment@swllc.org](mailto:recruitment@swllc.org).

**The deadline for applications is 5pm on 7 May 2021.** Applications received after the closing date and time will not be considered.

If you'd like an informal chat about the post, you can email our Deputy CEO, Stacey Edgar on [Stacey.edgar@swllc.org](mailto:Stacey.edgar@swllc.org) to arrange a convenient time to speak.

We look forward to receiving your application.

Yours faithfully,

Patrick Marples  
Chief Executive

## **Job Description: Community Engagement Manager**

**Hours of work:** Full time

### **Responsible to Senior Management Team**

**Salary:** £28,000, with an employee pension contribution of 4% salary.

**Holidays:** 29 days plus Bank Holidays

**Location:** Initially remotely due to the Covid-19 pandemic, but then at our Croydon office, with travel to our other offices and locations

### **About South West London Law Centres**

As a community Law Centre, we believe everyone should have access to justice, regardless of income. That's why we support local people to uphold their everyday rights through free community legal advice clinics, and free or low-cost casework and representation from our social justice lawyers.

It's how last year we helped 7,452 people to stay in their homes, clear debts, resolve employment problems, protect themselves and their families, and access social security payments to prevent them from being pulled into poverty. Find out more on our website about our impact: [www.swllc.org/OurImpact.php](http://www.swllc.org/OurImpact.php)

We are funded through legal aid, grants, corporate donations and in a limited way now charge for some services in employment and immigration.

### **About the role**

Working closely with the Senior Management Team, our Trustee Board and other staff members, you will lead and implement our community engagement strategy.

You will identify community groups and organisations that support our local community and develop new referral routes into SWLLC as well as developing outreach locations and public legal education to be delivered by our expert advisers. You will aid us in developing new projects to meet the needs of the communities in which we work.

### **About You**

You will have a proven track record of working within community organisations; be highly organised; and believe in the Law Centre's mission to help people on low incomes to access justice.

You will be a self-starter, able to work proactively and independently, but also highly-skilled in collaborating with team members, and communicating with clients on low incomes and vulnerable clients. You will have experience of working in the charity sector, and ideally also with volunteers.

### **Main tasks**

1. To research community groups and organisations that offer complementary services to the Law Centre with a view to developing new referral routes into the Law Centre.
2. To explore the possibility of partnerships with organisations that may be able to work with the Law Centre to deliver services.
3. To establish outreach locations to enable the Law Centre to offer services to a wider network.
4. To identify advice deserts within the boroughs we serve and to research ways in which we can reach those communities.
5. To explore ways in which we can reach those who are digitally excluded and to ensure that our services are accessible to all.
6. To work with the Law Centre casework team and the Communications Manager to develop training for delivery in community spaces and online using our website and social media channels.
7. To work with the Communications Manager to increase the reach of Law Centre communications within the local community.
8. To manage relationships with organisations that refer to the Law Centre and to explore the potential to increase the number of referrals.
9. To develop new projects designed to engage the community with the Law Centre.
10. To explore reasons for poor attendance at court for possession hearings and to develop solutions.
11. To identify gaps within the services provided by the Law Centre and to work with the CEO and the Deputy CEO to develop projects to address those gaps.
12. To engage with the local community to understand the areas of unmet need.
13. To work with the Law Centre casework team to identify possible areas for strategic litigation.
14. To work with the Deputy CEO and the Communications Manager to prepare a report into the impact of Covid-19 within the boroughs in which we work.

### **Person Specification**

#### **Essential Requirements**

1. At least one year's experience working within a charity setting, either in a fundraising or communications capacity.
2. Educated to degree level, with at least 2:1 obtained OR substantial experience gained within a charity setting in a similar role.
3. Excellent interpersonal and communication skills, and proven ability to forge new relationships.

4. Excellent written skills and proven ability to get the message across in different formats to attract a wide-ranging audience, including ability to understand and communicate complex issues in a simple and engaging way.
5. Demonstrable experience of working with a number of stakeholders in a charity setting.
6. Experience of creative project management – from developing a concept and schedule, to engaging stakeholders at relevant points, and delivering project on time and to brief and budget .
7. Experience in developing, arranging and hosting events, both online and in person.
8. An understanding of the charity funding cycle and the specific challenges faced by charities in the current environment.
9. An understanding of the diverse communities served by the Law Centre and the different, overlapping needs presented by those communities.
10. An understanding of the different organisations that refer to the Law Centre.
11. An understanding of the challenges brought about by the Covid-19 pandemic in relation to those the Law Centre represents
12. Commitment to the Law Centre’s mission and objectives.
13. Energy, drive and a positive attitude.
14. Highly organised and able to manage your time well.
15. Flexibility and willingness to try new tasks.
16. Self-starter and a team player able to work as part of a wider organisation, including working with volunteers.

### **Desirable Requirements**

1. An understanding of the work of Law Centres and the role they play within the communities in which they operate.
2. An understanding of the different communities within South West London and the specific challenges faced by those communities.
3. Experience in developing and delivering training both in a professional and public setting.