

**RECRUITMENT PACK: ADVICE & INFORMATION OFFICER**

Liberty is an independent membership organisation. We challenge injustice, defend freedom and campaign to make sure everyone in the UK is treated fairly.

We are campaigners, lawyers and policy experts who work together to protect rights and hold the powerful to account. We empower others to defend their own rights and the rights of their family, friends and communities.

Our principles are guided by evidence and expertise – not political agenda, profit or popular opinion. We’re not afraid to speak uncomfortable truths or confront intolerance and abuse of power wherever we find it.

We are a uniquely multi-disciplinary team, working to achieve change through a powerful combination of lobbying, strategic litigation, public campaigning, member activism, and providing free advice and information to the public. Together we’ve been making the UK a fairer, more equal place since 1934.

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| **POSITION DESCRIPTION** |  |
| **Position title:** | Advice & Information Officer |
| **Team:**  | Advocacy |
| **Position reports to:** | Advice & Information Manager |
| **Position works closely with:** | Advice & Information Officer, Head of Legal Casework, Lawyers |
| **Salary:** | £37,815 |
| **Location** | Liberty House, 26-30 Strutton Ground, Westminster, London[[1]](#footnote-1) |
| **Employment Status** | Twelve-month fixed term contract |
| **Application closing date** | **9am 31 January 2022** |
| **Interviews** | First round: **Week commencing 14 February 2022**Second round: **Week commencing 21 February 2022** |
| **ROLE PURPOSE** |
| Advice & Information Officers are responsible for processing and responding to requests for legal advice and assistance from members of the public, supervising Liberty’s Advice Line, producing public information resources on human rights law, and identifying suitable queries to refer to our in-house lawyers. They are also responsible for the recruitment, training and supervising of legal volunteers and give trainings to community groups etc. on UK human rights law and Liberty’s main campaigning objectives. The Advice and Information team is also responsible for developing and managing Liberty’s online advice hub, and for managing Liberty’s advice projects, including developing and implementing specialist projects in areas which are campaigning priorities for Liberty.The successful candidate will be legally trained, holding at the very minimum a qualifying law degree in England and Wales, or another degree plus GDL. Your research skills must be of a very high standard and you must have had some former experience of legal advice provision and of providing advice to marginalised or oppressed groups. You also need to have a good grounding in domestic human rights law and some experience of delivering presentations on legal topics. Liberty is looking for a candidate who is committed to helping the team grow and develop new strategic projects in the longer term. Liberty is trans-inclusive, anti-racist, disability positive. We aim to fight all forms of oppression both in the wider world and within our office. These values should align with yours.Liberty is striving to build a team that is truly inclusive. We welcome applications from marginalised groups, particularly people of colour, trans and non-binary people, older and disabled people. Liberty’s offices are wheelchair accessible.  |

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| **KEY RESPONSIBILITIES** |
| * Produce, in a timely manner, written legal and practical advice in response to queries which Liberty receives from members of the public, ensuring that it is legally correct, accessible and appropriate to the needs of the enquirer. Identify sources of further specialist advice, support and assistance, and signpost as appropriate.
* Responsible, with the A&I Manager, for the running and supervision of Liberty’s telephone advice service.
* Keep abreast of legal and policy developments and identify appropriate queries for referral to Liberty’s Legal team, the Policy & Campaigns team, and the Communications team.
* Prepare web content, fact sheets, FAQs, templates and guides on areas of law that are the subject of frequent enquiries, including drafting web content for the online advice hub.
* Recruit, train, coordinate and supervise legal volunteers for both the written and telephone advice services.
* Proactively support and mentor volunteers, keeping track of their progress at Liberty, providing constructive feedback on ways to improve legal writing skills, and supporting them in their career development.
* Coordinate pro bono projects with law firms, reviewing work produced and providing feedback to volunteer lawyers.
* Undertake public speaking and education on UK human rights law, in particular to NGOs and community groups.
* Ensure accurate records of all queries are maintained on Salesforce and keep all case records organised.
* Assist with the preparation of reports and statistics for current and prospective funders.
* Develop and manage specialist advice projects in areas of Liberty’s campaign priorities.
* Develop and manage Liberty’s online advice hub.
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| **SELECTION CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **QUALIFICATIONS:** | Legal training (minimum standard qualifying law degree in England and Wales or other degree plus GDL) | ✓ |  |
| **EXPERIENCE:** | Experience in giving advice to vulnerable, marginalised or oppressed groups (paid or unpaid, legal or non-legal) | ✓ |  |
| Experience in giving legal advice | ✓ |  |
| Experience of preparing and delivering training or presentations on legal topics (preference given to experience presenting on human rights law and areas relating to Liberty’s work) | ✓ |  |
| Experience of training and supervising volunteers or equivalent  |  | ✓ |
| Experience working in a voluntary sector / public interest / social justice organisation (paid or unpaid) |  | ✓ |
| Experience in developing online legal resources |  | ✓ |
| **KNOWLEDGE / SKILLS:** | Good grounding in domestic human rights law (in particular the ECHR and the Human Rights Act 1998) | ✓ |  |
| Good grounding in one or more of the following areas of law: policing, protest, free speech, privacy, data protection, equality/discrimination |  | ✓ |
| Excellent legal research skills | ✓ |  |
| **PERSONAL ATTRIBUTES / VALUES:** | Commitment to, and understanding of, Liberty’s broad campaigning objectives | ✓ |  |
| Commitment to building a fair, compassionate and diverse working environment. | ✓ |  |
| Commitment to working collaboratively with team members, other staff at Liberty and other organisations | ✓ |  |
| **COMPETENCIES** | **Attention to detail** – Excellent attention to detail  | ✓ |  |
| **Communication** - Ability to communicate, both orally and in writing, complex legal arguments and principles clearly and succinctly to a non-legal audience | ✓ |  |
| **Proactive Delivery** - Ability to manage competing priorities and work independently to meet deadlines and solve problems | ✓ |  |
| **Creativity** -Ability to think and work creatively and initiate innovative approaches to work. | ✓ |  |

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| **ADDITIONAL INFORMATION** |
| Please ensure that you address **all** the essential **experience / knowledge / skills** criteria in your supporting statement. **Only applicants who evidence that they meet the essential criteria can be considered.**You do not need to address the competencies in your supporting statement. Communication skills will be assessed throughout the recruitment procedure and the other competencies will be assessed through written assessment/s and interviews.  |

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| **IMPORTANT INFORMATION** |
| 1. Application forms should be returned by email as Word or PDF documents to HR@libertyhumanrights.org.uk **with the job title as the subject** no later than **9am 31 January 2021.**

**Applications received after the closing date will not be considered**. We also ask you to submit the diversity monitoring form, available from our website, but this is optional. 1. You will receive an automatically generated response confirming receipt. If you **DO NOT** receive this response within one to two hours of sending, please call 020 7403 3888 to check whether your application has been received - be sure to do so before the closing date.
2. First round interviews are scheduled for week commencing **14 February 2022** with the second-round interviews due to take place the following week. Shortlisted applicants will be contacted to arrange interview times. Details of the interview (location, members of panel etc) will be confirmed by email.
3. Applicants who have not been short listed will be notified by email. **Due to our limited resources we are unable to provide feedback on applications.**
4. Interview panels will be made up of two to four people who will each ask the candidates questions. The questions are intended to allow you to expand on your application and to demonstrate to the panel how far you meet the essential and desirable requirements of the post. All candidates are asked a uniform set of questions (usually 5 or 6) and may also be asked follow-up questions to clarify or expand on individual answers. At the end of the interview candidates will also have an opportunity to ask questions about the job, conditions of service, etc.
5. Shortlisted candidates may be asked to complete pre-interview tasks.
6. Once all interviews have taken place, shortlisted applicants will be contacted and informed of the outcome either by email or phone and offered the opportunity to receive feedback.
7. If you have a special requirement for completing a task or attending an interview due to a disability, or attending a remote interview please contact us on 020 7403 3888.
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1. Given the ongoing Covid-19 pandemic we have plans in place to complete the recruitment and onboarding process remotely. Candidates selected for interview will be able to discuss any specific requirements related to remote recruitment when contacted about the role. [↑](#footnote-ref-1)