



Legal Adviser

Thanks for your interest in working at Citizens Advice. This document should give you everything you need to know about the above role.

Want to chat about this role?

Please contact the recruitment team at careers@citizensadvice.org.uk



The team

The role you're applying for is in the **commercial** directorate and in the **legal and commercial team** team.

1. Citizens Advice Careers Site - <https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/>
2. Citizens Advice LinkedIn - <https://www.linkedin.com/company/citizens-advice/life/10eff46c-fc7c-445c-a04b-b63063a2e3bf/?viewAsMember=true>
3. Citizens Advice - <https://www.citizensadvice.org.uk/>



The role

The Legal team at Citizens Advice provides in-house legal support to national Citizens Advice staff, to enable the charity to maintain its reputation as a trusted charity partner. We do so via: enabling the delivery of legally compliant, efficient and cost-effective services to our clients; ensuring a common understanding of, and acting upon, our legal obligations and responsibilities as a charitable company; and contributing to the operation of our internal controls and management of legal risk. Our aim is to help Citizens Advice achieve its aims and objectives through offering legal support across the many different areas where the law and our organisation's operations meet.

You'll have a key role in advising and supporting national staff on a range of legal matters across a variety of workstreams, including in relation to our funding and governance arrangements, brand protection and business development opportunities. You'll also support in the delivery of legal change projects, and building organisational legal awareness and capability through the delivery of guidance and training for staff via a variety of mediums.

This role is offered as an opportunity for a legal professional who enjoys the challenge of advising across a range of subject areas and contributing to the work of the legal team within one of the UK's most respected and trusted charities.



Role profile

Band:	Senior Officer (maternity cover)	
Reporting to:	Legal Adviser and Business Manager	
Proficient salary:	Senior Officer Upper + LW	
Location:	As advertised	Travel H/M/L: L
Team overview:	The Legal team is the in-house legal resource for national Citizens Advice, supporting the organisation to manage and mitigate its legal risks, providing expertise and advice on a range of matters which affect us as a charitable company, and building organisational legal awareness and capability.	
Role purpose:	To advise and support national staff on a range of legal matters in order to manage Citizens Advice's legal risks, and to build organisational legal awareness and capability.	
Key accountabilities	Key elements/Tasks	% of Time
Deliver legal advice	Deliver expert insight and professional legal advice at a strategic and practical level to internal clients in order to support the work of Citizens Advice across a variety of workstreams, including in relation to funding arrangements, governance, brand protection, public responsibilities, income generation and business development activities, through working with Business Owners and/or colleagues in the Legal team.	65

<p>Improve legal practices to support management of legal risk and efficiency across the organisation</p>	<p>Proactively engage on key projects, initiatives and emerging priorities for Citizens Advice, prioritising work as appropriate in conjunction with colleagues in the Legal team.</p> <p>Undertake legal research as required on a range of topics and monitor developments in the law, particularly those related to the charity sector.</p> <p>Contribute to the development and maintenance of team systems, policies and processes to ensure best practice management of legal work and risks for the organisation.</p> <p>Support with access to and delivery of external legal support where required.</p> <p>Develop and maintain online legal resources for staff, including templates and guidance to help staff self serve where appropriate.</p>	<p>10</p>
<p>Deliver change</p>	<p>Support with the delivery of key change projects for the organisation in areas where the law and Citizens Advice's activities meet, including but not limited in relation to:</p> <ul style="list-style-type: none"> - better grant and/or contract management throughout the funding cycle, from agreement negotiation, sub-granting/contracting, and use of grant performance mechanisms through to management of agreement termination; and - appropriate support offering on legal issues for our network of local Citizens Advice offices and establishment of relationship with the network <p>Actively engage and support members of the Legal team and internal and external stakeholders in change related work.</p>	<p>10</p>
<p>Build organisational</p>	<p>Deliver programme of events and other interventions (both face-to-face and online) to increase legal awareness amongst national</p>	<p>5</p>

<p>legal awareness and capability</p>	<p>staff, including development and delivery of legal briefings, training materials and use of guidance and FAQs to help staff learn from past experience.</p> <p>Share relevant legal news and updates on live matters for or relevant issues to Citizens Advice.</p>	
<p>Contribute to team development</p>	<p>Be an active member of the team, identifying opportunities for self development.</p> <p>Contribute to the good and efficient working of the team in delivering against the business plan.</p> <p>Ensure that the work of the team reflects and supports the service's Equality and Diversity Strategy.</p> <p>Compliance with Citizens Advice policies and procedures, including Health and Safety.</p>	<p>5</p>
<p>Other</p>	<p>Be an active member of the team, identifying and making the most of opportunities for personal professional development</p> <p>Undertake any other duties as may be reasonably required within the scope of the role</p>	<p>5</p>



Person specification

Essential Criteria to be assessed at application and interview

- 1 Qualified solicitor (or equivalent experience) with experience of legal practice, good knowledge of company and/or commercial law, and some knowledge of charity law
- 2 Ability to analyse underlying problems and find solutions most aligned with the aims and principles of Citizens Advice
- 3 Excellent oral and written communication skills, ability to build and maintain good working relationships at all levels, and to handle sometimes difficult conversations and exchanges professionally and constructively

Essential Criteria to be assessed at interview

- 4 Experience working accurately, with attention to detail, under pressure
- 5 Ability to work proactively, flexibly and productively as part of a small team, and with the wider organisation, in an inclusive and open way
- 6 Competence with legal or other reference tools such as PLC (Practical Law) to undertake legal research

Desirable Criteria:

- 1 Experience of working in the charity or voluntary sector
- 2 Experience of working in an in-house legal team
- 3 Experience of supporting in delivery of change, especially in improving business processing

Requirements for role *(candidates will confirm at interview)*

- 1 Ability to contribute to an inventive, responsible and generous organisation/team culture
- 2 Ability to use IT packages (including email and maintenance of an electronic diary) such as Google systems, as well as the ability to use or learn other packages as necessary

- 3 Willingness to occasionally travel within the UK, working flexibly to meet business demand
- 4 Understanding of, and commitment to, the aims and principles of Citizens Advice, in which equality and diversity is embedded throughout
- 5 Awareness that Citizens Advice clients are at the heart of everything we do