###### Job Description

**Job Title:** Assistant Director - Legal Services

**Location:** National role, can be home based or based in one of the [12 Shelter England hubs](https://england.shelter.org.uk/get_help/local_services)

**Accountable to:** Director of Services

**About Shelter**

A home is a fundamental human need, as essential as education or healthcare. Yet millions of people across Britain struggle on a daily basis with homelessness, bad housing conditions, soaring rents, discrimination and the threat of eviction. So, we are striving for change - with individuals, in communities, across society – and leading the way to a safe home.

We need ambitious, best-in-class individuals who are passionate about our cause to join us in these unprecedented times. This is your chance to do the best work of your life, to play a part in the fundamental change we are striving to achieve. Apply to be part of our team and be the change you want to see in society.

**About the services directorate**

Shelter’s services provide the support that can be the difference between someone keeping or losing their home. The Services directorate is the largest in Shelter, with some 700 staff plus volunteers, operating in our 12 hubs, in 21 courts and 19 prisons, and in many other community locations.

* Our Community Services empower their local community to influence systemic change, and deliver advice and support to people who are struggling to manage their housing situation.
* Our legal services support individuals to keep their homes as well as using the law to achieve social change through our strategic litigation team.
* Our Telephone and Online Advice Servicesdeliver digital advice services that are designed to enable more people to resolve their housing problems themselves, as well as operating an emergency national telephone helpline.
* Our Services, Quality and Development teamsupports services to grow in a planned risk-assessed and sustainable way, to enable the fulfilment of their local vision and the Shelter strategy.
* We provide second tier advice and services for professionals to ensure more people understand their housing rights
* The Involvement Team works to develop a range of opportunities for people affected by the housing emergency to be involved in the ongoing design, delivery and governance of Shelter’s work, ensuring that Shelter’s services and campaigns remain relevant, and are developed alongside local communities.

**About the team**

The Services Leadership Team comprises five Assistant Director roles reporting to the Director of Services ([organogram](https://shelteruk-my.sharepoint.com/%3Ap%3A/g/personal/zoe_george_shelter_org_uk/EcxDw42klvNFoSFEhx2aJZYBf037Kgl-l8IfaDaPjc3Tzw?e=eHhHYB)). It also forms part of our Revolution group, a team of some 20 staff responsible for the stewardship of our strategic goals. The Revolution group is a collaborative forum for reviewing our work against our ambitious strategy and removing any blockages and barriers that get in the way of progress.

Internal matrix working across the organisation is a given, but in our team we need people who can matrix work beyond the boundaries of our organisation, going beyond building partnerships and going to meetings with like-minded agencies, to modelling, appreciating and understanding the effect of the way systems operate in places and across organisational boundaries and the impact of these on people.

**About the role**

Shelter’s 2019-22 strategy aims to be a turning point, an ambitious and fearless response to the national emergency. We strive for change with individuals, in communities and across society. The strategic ambition is that by 2022 people who struggle to manage their housing have support.

**You will:**

* Provide leadership and direction on the role our legal services can play to enhance the objectives of our strategy, and Shelter’s fundamental aim: to defend the right to a safe home
* Be an agent for change in delivering Shelter’s strategic aims, with a particular focus in aligning the delivery of multi-channel and diversely-funded legal services with other Shelter services and ensuring alignment with strategy aims
* Develop our strategic litigation team so it can influence changes in the law and its practice
* Provide legal practice and compliance expertise to the Director of Services and Assistant Director cohort
* Support the organisation in legal aspects of delivery of services as required (e.g. Local Authority contracts)
* Represent Shelter in external forums related to the delivery of legal services, including (not limited to);
	+ All Party Parliamentary Group
	+ Specialist Practitioners Group
	+ Civil Contract Consultation Group
	+ LAA Digital and Technology meeting
	+ Advice Services Alliance
* Provide management, leadership and direction to the Head of Shelter Legal practice and compliance and Head of Strategic Litigation roles
* Fulfil CoLP (practice) and CoFA (finance) compliance role requirements for Shelter’s legal services
* Hold responsibility for Shelter’s Client Account
* Undertake the role of Shelter’s training principal for trainee solicitor’s / CILEx posts (delegating tasks as appropriate)
* Deal with 3rd tier complaints
* Manage risk for legal service(s), including liaison with the Head of Quality to manage and maintain compliance with, for example, the Specialist Quality Mark and Legal Aid Agency contracting and delivery requirments
* Act as safeguarding lead for legal service
* Make and maintain strategic relationships with internal/external stakeholders

In addition, like all our Assistant Directors, you will be expected to:

* Collectively support the Executive Leadership Team (ELT) in providing the leadership of the organisation.
* Have cross cutting responsibilities such as chairing boards/steering groups.
* Overtly role model the behaviours that our organisational culture requires.
* Have responsibility along with ELT for implementing organisation wide initiatives including the culture development programme and new brand position.
* Take collective responsibility for internal communication – leading on cascading communications.

**About you**

* You will hold a current practising certificate with at least 3 years PQE as a Solicitor, with knowledge and experience of working in social welfare law and an extensive track record of conducting and supervising civil litigation in areas relevant to Shelter’s work and expertise.
* You will have effective management and leadership skills with ability to manage, motivate and develop others.
* You will be highly collaborative, flexible, diplomatic and assertive with good influencing and negotiation skills.
* You will have project and change management skills at a senior leadership level, including the ability to build business and benefit cases, alongside the ability to work collaboratively and cooperatively to improve and sustain change outcomes.
* You will have substantial project management experience in cross department and multi layered teams
* You will have experience of working in a matrix management environment with responsibility for cross organisational objectives.
* You will have experience in identifying, managing and mitigating risk, promoting compliance and ensuring compliance is fully considered at all stages of planning and delivery.

**Why join Shelter?**

Our ambition is to develop a culture where diversity is hard-wired into everything we do, is understood by all of us, and where we all have an opportunity to be a part of this ongoing conversation. We are striving to become an actively anti-racist organisation as well achieving greater diversity in our workplace. We make employment decisions by matching business needs with skills and experience of candidates, irrespective of age, disability (including hidden disabilities), gender, gender identity or gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation.

We are happy to talk about flexible working, personal growth, and to promote a workplace where you can be yourself and achieve success based only on your merit. We also offer the following benefits:

* Flexible working hours, core working hours are between 10-4
* Flexible working practices
* 30 days paid holiday plus bank holidays
* Competitive pension scheme
* Salary sacrifice schemes

We are truly committed to creating an inclusive culture which values and recognises diversity as something that will only ever make an organisation better. We encourage anyone to apply who possesses the qualities and behaviours outlined or who believes they have the propensity to learn them fast. You will be joining an inclusive and supportive team who welcome people from all backgrounds. What’s important isn’t your level of education or the opportunities which you have had, it’s about you and how you seize the opportunities ahead of you.

**Culture Behaviour Statements**



**Please note**

This job description cannot cover every issue or task that may arise within the post at various times and the post-holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document. This job description does not form part of the contract of employment.