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✉ recruitment@celc.org.uk

📍 Coventry

Dear Candidate

I am delighted that you are considering joining the Central England Law Centre team. This recruitment pack includes all the information you will need to make your application and also to provide you with some information about the Law Centre. You can also find more information about the work of the Law Centre on our website www.centralenglandlc.org.uk

You will be joining us at an exciting point in our journey. As we enter the second half of our five-year strategy, we are reflecting on what we have achieved so far while focusing on the opportunities and challenges ahead. This role will play a key part in shaping that next chapter. In this pack, you will find an infographic explaining our vision and the three strands of our strategy: people, partnerships, and policy.

Working at the Law Centre is a brilliant opportunity to not only use your existing skills and experience but gives you an opportunity to develop your skills further with our clients, our partners and being involved with policy work. Working at Central England Law Centre is immensely rewarding and you will work with a team of dedicated colleagues.

We provide training and support and a comprehensive induction programme to help you settle into your role. Our terms and conditions ensure that you have a good work life balance, company sick pay after a qualifying period, enhanced maternity leave pay, excellent annual leave allowance and a flexible approach to staff working in general.

We value diversity and warmly encourage applications from disabled and LGBTQIA+ people, candidates who share lived experience with our clients, and people from black, asian, and minority communities. If you require any adjustments to assist you in making your application or at interview (if you are shortlisted) please let us know. We want to make sure that everyone has an equal opportunity to apply for our roles. We look forward to receiving your application. For more information please contact recruitment@celc.org.uk

Best wishes

Elayne Hill

Chief Executive



A fairer, more just society in which an understanding of rights and their power is embedded within communities.

Central England Law Centre is the UK's largest Law Centre. Our size enables us to provide legal expertise across eight different areas of social welfare law including: discrimination; employment; health and social care; housing; immigration and asylum; public law; and welfare benefits. This means that we can offer services that can address all of the interconnected problems people face in their everyday lives.

Our services are rooted in the communities we serve and we are an organisation that uses its legal expertise to improve the lives of those who are often vulnerable and socially excluded due to poverty, illness or disability.

The Law Centre is a charity employing solicitors and advice workers. We currently employ 75+ people across our two offices in Coventry and Birmingham. We receive funding from a variety of Foundations and Trust Funds and also from Coventry City Council for our work in Coventry. We hold a legal aid contract with the Legal Aid Agency in housing, community care, public law, family, welfare benefits (in the Upper Tribunal), immigration and asylum. We offer specialist advice, representation and advocacy and our aim is to use the law to seek change. We take on test cases that may well have an impact beyond the actual case fought. As well as our core advice and legal casework service we deliver a range of projects in partnership. We currently have projects for example with local universities, women's organisations, homeless charities, refugee support organisations and a GP surgery.

The Law Centre is a member of the national Law Centres Network. It is governed by a board of trustees, who are the Directors of Central England Law Centre - a company limited by guarantee. The Trustees meet monthly to monitor the Law Centre's work and give guidance on policy and direction. The Law Centre employs a chief executive officer (CEO), solicitors, caseworkers, admin and reception staff. Staff are organised into teams with a team head to lead and manage them. The CEO is responsible to the Trustees for the running of the Law Centre and advises them on policy issues. Each team covers one or two areas of law. Staff generally work in only one team but we recognise that many cases cross boundaries and staff therefore need to be able to work closely with other teams where their expertise are required. You can find out more about the Law Centre by looking at our website www.centralenglandlc.org.uk

Embedding rights in the community

In 2022 the law centre refreshed its organisational strategy, developed with staff and trustees following the Covid-19 pandemic and cost-of-living crisis. Our rights in the community strategy sets out our vision of a fairer, more just society in which an understanding of rights and their power is embedded within communities.

The key driver for our approach and the biggest volume of our activity will always be our work with individuals to ensure more people are protected by their rights and to build their understanding of where they can use legal rights to protect themselves in the future.

People

Supporting people's legal capabilities

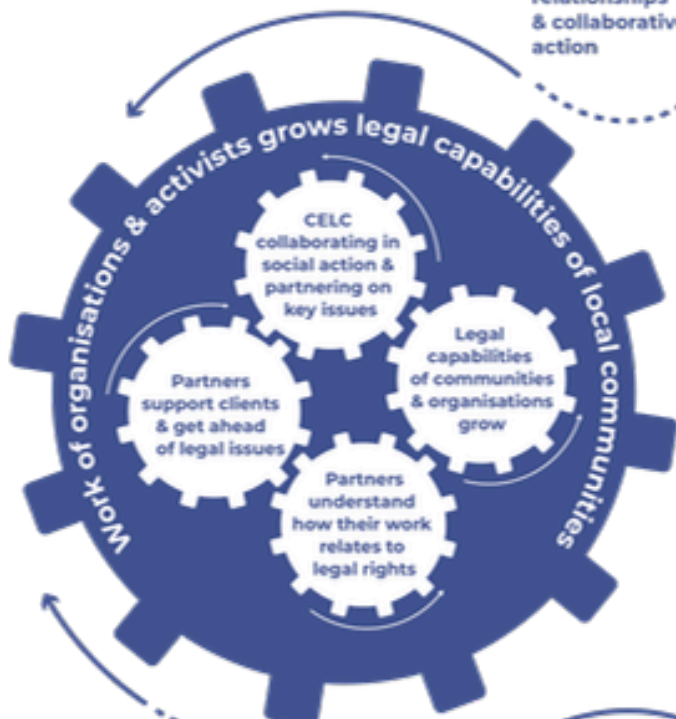


Defending & enforcing rights of clients

We work alongside our strategic partners so that we can better understand the challenges and issues that local communities face. We share our legal expertise and in close partnerships with other community-focused services we help to place legal rights at the heart of their work and to activate a rights-based approach in their support.

Partnership

Developing relationships & collaborative action



Enhancing work of front line organisations

We build alliances with organisations, pooling evidence of service gaps and patterns in clients' needs and using it as the basis of our activity and collaborative campaigns.

We take strategic action at a local, regional and national level to influence change in policy and legislation, ranging from strategic litigation, membership of local statutory steering groups, boards and advisory bodies through to the work of the Strategic Public Law Clinic, work on national campaigns and responding to calls for evidence.

Policy

Evidence, research, continuous improvement



Strategic action & policy influence

Job Title: Systems and Project Officer

Reports to: Project and Learning Manager

Department / Team: Project and Learning

Work Location: Coventry Office

Contract Type: Fixed term until November 2028

Salary: £27,376 - £31,236 Per annum

Hours: Full-time (37 hours/week) or Part-time (minimum 30 hours considered)

Role Purpose

To support the Project and Learning Team by maintaining organisational systems and data quality, coordinating projects and improvements, and producing reliable information that supports learning, decision-making and impact.

Key Duties & Responsibilities

The Systems and Project Officer will:

Database Administration

- Support the administration of Beacon and Unity, helping to ensure records are accurate, complete and maintained in a timely way.
- Monitor data quality, identify incomplete or inconsistent records, and work with colleagues to resolve gaps or errors.
- Resolve routine system and data issues, prioritising requests and escalating complex or security-critical matters.
- Support implementation of workflows, forms and processes that promote consistent and complete data collection.
- Provide practical guidance and short training so colleagues use systems securely and effectively.
- Identify whether issues are user error, a data quality issue, or something that needs a system change

Project Support

- Coordinate project plans, activities, meetings, actions and documentation.
- Monitor progress, risks and deadlines, supporting delivery and escalating issues appropriately.

Systems Development Support

- Gather user requirements and translate them into clear workflows, guidance and practical improvements.
- Support prioritisation, testing, rollout and review of system and process changes, maintaining clear records and communications.

Feedback and Evaluation

- Gather client, volunteer and stakeholder feedback and compile evidence for monitoring, evaluation and organisational learning.

Reporting

- Analyse and present project and service data using Beacon, Unity, Excel, PowerBI and other tools.
- Produce routine reports, simple dashboards and evidence for management, performance monitoring and funder reporting.

General Organisational Responsibilities

- To demonstrate commitment to the aims, principles, and social justice objectives of Central England Law Centre, abiding by policies set out in the Staff Handbook and Office Manual.
- To actively champion and embed EDI principles in daily interactions, service delivery, and workplace culture.
- To keep up to date with relevant legislation, regulatory rules, data protection standards, and statutory codes of practice applicable to the role.
- To undertake any other duties reasonably commensurate with the grade and scope of the post as assigned by executive leadership.

Person spec

Essential

- A demonstrable understanding of social justice and a commitment to the work of the Law Centre.
- Helpful, patient and non-judgemental, with strong attention to detail.
- Proactive and solution-focused, able to work independently and collaboratively.
- Strong digital and Excel skills, including formulas, data validation and checking larger datasets.
- Excellent organisation, with the ability to balance support requests, planned work and deadlines.
- Ability to maintain accurate records, resolve routine issues and escalate appropriately.
- Ability to translate operational needs into clear workflows, guidance and improvements.

- Clear communication, including supporting colleagues and presenting monitoring information accessibly.
- Understanding of data quality, information management, confidentiality and UK GDPR, including special category data.
- Understanding of project administration, monitoring, evaluation and stakeholder feedback.
- Awareness of barriers faced by people affected by poverty, inequality and limited access to justice.
- At least three years' relevant experience in administration, project, systems or data support.
- Experience of maintaining records in a database, case management or CRM system.
- Experience of coordinating project activity and producing reports or monitoring evidence.
- Experience of helping colleagues use systems and processes effectively.
- Experience of working respectfully and inclusively with people from varied backgrounds.

Desirable

- Experience in a charity, advice, legal, public service or community organisation.
- Experience of Beacon, Unity or comparable case or grant management systems.
- Experience of system testing, process mapping, reporting or data visualisation tools such as Power BI.
- Interest in system integrations, workflow automation or inclusive system design.
- Experience of evaluation, stakeholder feedback, grant-funded projects or funder reporting.

To apply for the post you will need to provide

- An up-to-date CV which should include the names and addresses of your referees.
- A covering letter of no more than two sides of A4 which should include:
 - Please describe how your skills, qualities and experiences will allow you to meet the requirements set out in the Job Description. Where possible, provide examples (which could be from a professional, voluntary or personal context) which demonstrate those skills, qualities and experiences
 - Why do you want to work for Central England Law Centre?
- A completed equality and diversity form (downloadable from our website)

Please email your completed application to recruitment@celc.org.uk

Please do not submit any additional papers. We will only consider the information in the CV and personal statement.

We really want you to give you an opportunity to demonstrate your abilities and skills. We therefore strongly suggest that you pay particular attention to the job description and person specification when completing your application.

We will confirm receipt of your application by email. We will then shortlist applications and successful applicants will be contacted by email and telephone and invited for interviews.

Please let us know of any arrangements we may need to make to enable you to attend for an interview. Our Coventry office is wheelchair accessible and has disabled toilet facilities. If you are attending an interview at our Birmingham office please let us know whether you need any assistance prior to coming to your interview.

The interview will last for approximately one hour. The interview panel usually consists of two people which would normally include the relevant team head. You may be asked to provide a short presentation or complete a written test. If this is the case you will be notified prior to your interview and provided with any further information. We will take up references only after interview. We require references from two people who will be able to comment on your suitability for the role. Usually, one should be your previous employer.

We monitor our selection process for compliance with our statement of commitment to equal opportunities. Identifying personal information and the equality and diversity monitoring form are separated from your CV and covering letter prior to shortlisting to ensure a fair selection process.