



Housing Solicitor

Job pack

Thank you for your interest in working at North & West Kent Citizens Advice and Kent Law Centre. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you will find information about:

- About North & West Kent Citizens Advice and Kent Law Centre
- The role profile and person specification
- Benefits of working for us
- How to apply



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About North & West Kent Citizens Advice and Kent Law Centre

North & West Kent Citizens Advice and Kent Law Centre is an independent charity affiliated with national Citizens Advice and the Law Centre Network. We are a dynamic, forward-thinking organisation delivering a wide range of high-quality advice services across the area. Our work gives people the knowledge and confidence they need to find their way forward — whoever they are and whatever their problem.

Through our generalist advice services, we support a population of more than 650,000 people across North and West Kent. We operate from seven permanent offices in Dartford, Gravesham, Sevenoaks, Swanley, Tonbridge, Tunbridge Wells and Folkestone, alongside a number of in-person and video outreach services across the county. Our specialist legal advice covers immigration, housing and homelessness, welfare benefits, debt, family, employment, and fuel poverty and energy. We hold legal aid contracts in housing, debt and welfare benefits, and immigration and asylum, ensuring that vulnerable people across Kent can access high-quality, free legal advice.

Demand for our services continues to grow, and we have responded by adopting innovative and flexible ways of engaging with hard-to-reach communities while maximising the impact of our limited resources. Last year, we supported over 19,000 clients, helping them to resolve their immediate problems, build knowledge to prevent future issues, and feel empowered to take control of their own situations.

This is an exciting time to join our organisation. We have deep roots in our local community, dating back to World War II, and have been providing free advice to residents of North and West Kent ever since. While our status as a Law Centre is more recent — having joined the Law Centre Network in November 2025 — it builds on decades of experience in social justice work and reflects our ambition to become a genuine 'one-stop shop' advice service for the county. We hope you will want to be part of this journey with us.

The role

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| Job Title | Housing Solicitor |
| Hours | 35 hours per week |
| Salary | £38,000 - £55,000 per year depending on relevant experience |
| Status | Permanent |
| Location | <p>A CANWK office (Gravesend, Dartford, Swanley, Sevenoaks, Tonbridge, Tunbridge Wells or Folkestone). Some travel will be needed within Kent for meetings with colleagues and clients. There will be scope for 2 days/week home working, dependent on needs of the service.</p> |

Are you looking for a new challenge and the opportunity to play a key role in preventing homelessness and delivering vital specialist housing advice across Kent?

This is an exciting opportunity for a highly motivated and enthusiastic **Housing Solicitor** to join our small but dedicated team. The successful candidate will bring not only their experience and expertise to expand the advice and casework we deliver, but also a genuine commitment to helping shape and develop the service as we enter this new chapter.

For the past ten years, we have provided free specialist housing and homelessness prevention advice to people in North and West Kent, supported by the National Lottery, the Access to Justice Foundation, and other charitable funders. We have built an excellent reputation and play a vital role in ensuring local communities can access high-quality housing and homelessness advice when they need it most.

As the new **Kent Law Centre**, we are committed to growing and strengthening the provision of free specialist legal advice for our local communities. We have been delivering our legal aid contract (housing, debt and welfare benefits and HLPAS) since 1st September 2024, alongside a separate immigration/asylum legal aid contract. We believe this is just the start of our legal advice ambitions. We see this as just the beginning of our wider legal advice ambitions.

We are seeking a passionate individual to provide specialist housing law advice, advocacy, and court representation under our Legal Aid contracts. You will run your own caseload and handle

a wide range of housing law matters including possession proceedings, counterclaims, disrepair, and homelessness appeals. We hope that you will be keen to guide, support, and at times supervise junior colleagues.

The ideal candidate will be able to work well under pressure and to tight deadlines while maintaining a high standard of work. You will be target driven, with excellent communication skills and will have relevant experience providing specialist housing law advice, together with a sound knowledge of housing legislation, case law, and social policy.

Key Responsibilities

Own casework

- Provide a high-quality legal housing advice and casework services.
- Provide legal representation at all stages of the case, ideally including representation at court.
- Attend local Kent courts under the terms of HLPAS Contract on occasion.
- Meet agreed targets for legal aid billing (to be agreed annually).
- Delivering the Housing and Debt contract in accordance with LAA guidance and requirements, making sure that work is accurately recorded, and funding secured at each stage of the case.
- Adhere to the LAA and organisational policies and procedures for quality standards.
- Maintain accurate and detailed case records of clients for the purpose of continuity of casework, information retrieval, billing and statistical monitoring, using the Citizens Advice database 'Casebook' and any other case recording system as selected by CANWK.
- Keep up to date at all times with changes in the law by reading and attending training.

Support of the legal aid housing advice team

- Supervise housing advice given to clients and maintain standards of service delivery.
- Ensure that the appropriate Legal Aid systems are implemented and maintained for case recording, statistics, follow up and quality control.
- Work with colleagues to ensure a high quality of service.
- Bring to the attention of the Senior Management Team any issues which may be affecting performance of the legal aid housing advice team.
- Ensure client complaints, data breaches and any confidentiality issues are reported to the CEO on a timely basis in line with organisational guidelines.

Professional development

- Maintain accurate training and CPD accreditation as required by the Law Society/Bar Standards Board.
- Attend relevant internal and external meetings as required.

Development of a Housing Legal Aid Service

- To assist with the development of a Legal Aid service.
- Be committed to continuous development of the Housing Advice Service.

Research and campaigns

- Support our research and campaigns work through various channels including case studies, data collection and client consent

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of Citizens Advice.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person specification

| | Essential | Desirable |
|--|-----------|-----------|
| Education & Qualifications | | |
| 1. Qualified solicitor with 3+ years post-qualified experience within the meaning of the Legal Services Act 2007. | X | |
| 2. Ability to meet the Legal Aid Agency supervisor requirements for housing law. | | X |
| Knowledge & Experience | | |
| 3. At least 2 years' recent experience of providing LAA Contract housing advice and representation under the legal help and legal aid schemes. | | X |
| 4. Demonstrable in-depth knowledge of housing and homelessness issues, disrepair and mortgage repossession and all relevant legislation. | X | |
| 5. Experience of meeting targets within a legal aid housing contract. | X | |
| 6. Ability to provide services under a Court duty desk scheme is also desirable. | | X |
| 7. A sound knowledge of the compliance aspects of publicly funded Housing legal aid work, including relevant aspects of the Standard Civil Contract, Key Performance Indicators and a good understanding of the legal aid file billing and assessment process. | X | |
| 8. Have experience of working to legal deadlines/time limits and managing a sizable and complex caseload via a variety of channels. | X | |
| 9. Evidence of the ability to recognise the possibility of judicial review proceedings. | X | |
| 10. Experience of delivering training on advice & casework issues. | | X |
| 11. Experience of working in the voluntary or community sector. | | X |
| Skills | | |

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| 12. Ability to relate well and communicate clearly and respectfully with a diverse group of people. | X | |
| 13. Ability to communicate effectively in writing and on the telephone. | X | |
| 14. Have an ordered approach to casework and an ability and willingness to follow and develop agreed procedures. | X | |
| 15. Excellent digital skills for all aspects of office work, including case recording and using a case management system. | X | |
| 16. Ability to work effectively without close supervision, to prioritise own work and meet deadlines. | X | |
| 17. Ability and demonstrable inclination to time record your own work on an ongoing basis. | X | |
| 18. Ability to share your knowledge and expertise with colleagues through formal training and informal guidance. | X | |
| Other | | |
| 19. Commitment to Citizens Advice aims, values and ethos including maintaining client confidentiality and delivering a high-quality professional service. | X | |

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

Benefits of Working for Us

At North & West Kent Citizens Advice and Kent Law Centre, we aim to offer a friendly and supportive work environment and the chance to make a real difference to the lives of people in Kent.

We want our staff to feel appreciated and well rewarded for the valuable work they do, so we try to offer generous benefits to our employees including:

- Payment of professional fees and memberships.
- A 35-hour working week, with flexibility where needed.
- 30 days annual leave days (including bank holidays) for full time staff, plus 4 additional days leave between Xmas and New Year.
- Policies that support a healthy work-life balance.
- Pension scheme.
- Commitment to continued professional development.
- Comfortable offices in town centre locations.

Promoting equality, valuing diversity and working inclusively are integral to our ethos as an employer and service provider. We will take steps to recruit from the widest pool of qualified candidates practicable, ensuring that employment opportunities are open and accessible to all on the basis of their individual qualities and personal merit.

We are a Disability Confident Employer.

How to apply

To express an interest in this position, please send your CV to:
ann.starke@nwkent.cab.org.uk

There is no closing date for this role. We will remain open to applications until a successful appointment has been made, so if you are interested in the role, we would encourage you to apply as soon as possible.