



## ABOUT US

Working Families is the UK's work-life balance organisation. We help working parents and carers find a better balance between responsibilities at home and in the workplace. Our legal advice service provides free legal advice to parents and carers on their rights at work. The legal advice team also assist the wider charity by helping the employer services team give employers the tools they need to support their employees while creating a flexible, high-performing workforce; and supporting policy team to advocate on behalf of the UK's 13 million working parents, influencing policy through campaigns informed by ground-breaking research.

JOB DESCRIPTION	
<b>Job Title</b>	Rights Adviser
<b>Team</b>	Legal Advice Services (LAS)
<b>Reports to</b>	Head of Legal Advice Services
<b>Location</b>	London office, City Point, EC2Y 9AW – with some remote working possible
<b>Terms and conditions</b>	Salary: £28,000 pro rata Contract: Permanent, part-time Hours: Flexible (15-30 hours per week) Annual Leave: 25 days + bank holidays pro rata
<b>Application Deadline</b>	Please note: closing date is <b>Sunday 22 March at 11.59 pm</b> . Applications will be dealt with on a rolling basis so the job may be filled earlier and recruitment closed. Please apply early to avoid disappointment.
<b>Start Date</b>	Flexible, start date between April-June 2020

## JOB PURPOSE

Working Families' legal advice services (LAS) team works at the forefront of access to justice for parents and carers at work. Many parents and carers find that the 'system' – including employers' approaches to flexible working, available in-work benefits, leave and entitlement to time off – doesn't allow them to work and care and thrive.

Our award-winning free helpline individually advises over 2,000 parents and carers on their rights at work every year and about 1 million people via our comprehensive online [advice pages](#). This ranges from advice on pregnancy and sex discrimination and unfair dismissals; to negotiating flexible working; dealing with childcare emergencies; advice on maternity, adoption and shared parental leave and pay; redundancy; and in-work benefits.

The purpose of your role within the legal advice team would be to equip the UK's 13 million parents and carers with the tools they need to thrive in a system that often prevents them from doing so. If you have a strong commitment to justice, awareness of issues that parents and carers face and want to join a small team of dedicated advisers in supporting the UK's parents and carers, we want to hear from you.

There's no better way to sum up what we do than to hear directly from the people that the LAS has helped. To give you a better picture (and get you excited about working with us!) have a look at the 'helping parents and carers fight for their rights' section of [Working Families' 2019 Impact Report](#).

## ROLE OVERVIEW

We are looking for a professional and enthusiastic adviser to join the legal advice team. Ideally, we are looking for an employment solicitor or an experienced welfare benefits adviser. The role could also suit someone that is not legally qualified but can demonstrate exceptional ability to grasp complex legal issues, and that has a keen interest advising on employment rights and in-work benefits for parents and carers.

Alongside your role as generalist adviser within the legal advice team, your focus will be on supporting parents or carers of dependants with disabilities, which involves project-managing Working Families' ['Waving not drowning' network](#) for parents and carers. You will also be expected to have a policy input, be a keen communicator, and be able to increase our digital reach.

We think flexible working should be the norm, not the exception. This role can be done flexibly. The number of hours worked each week will need to be consistent, but we accept applicants who can commit to between 15-30 hours each week and we welcome job-share applications. We also consider requests from applicants who would like to work from home for a proportion of their time.

## KEY RESPONSIBILITIES

### Within the LAS team:

- Provide relevant and correct legal advice and coaching to parents and carers on their in-work benefits and employment rights on [WF's helpline](#) and via email. This includes advice on:
  - Maternity, adoption, shared parental leave,
  - Discrimination, dismissals and redundancy,
  - Emergency and parental leave,
  - In-work benefits and help with childcare costs,
  - Flexible working,
  - Imposed change and breach of contract,
  - Settlement agreements and employment tribunal processes.
- Provide specific support to parents of disabled children.
- Enrich [WF's Advice webpages](#) and other relevant publications (especially in specific area of expertise), ensure content remains relevant and up to date.
- Develop and improve tools and processes for engaging LAS's service users. Contribute to regular newsletters for parents and advice professionals.
- Project-manage the '[Waving not drowning](#)' (WND) network for parents and carers of dependants with disabilities:
  - Work with digital comms team to produce a regular, tailored newsletter for WND network,
  - Engage with WND users on the dedicated WND Facebook group,
  - Contribute to WF's publications for parents and carers of dependants with disabilities.
- Provide outreach and training on parental employment rights and in-work benefits to parents, advisers in other organisations and trade union representatives.
- Supervise Working Families' cohort of student volunteers as and when necessary.
- Keep abreast of changes in employment, social security or other relevant support for disadvantaged parents.

### Within the wider charity:

- Identify policy and strategic issues for WF's research and campaign areas.
- Support fundraising activities for WF, including by providing statistics and anonymised case studies for funding applications.
- Support the Marketing & Communications team, including responding to media enquiries and checking for legal accuracy in communication outputs, helping ensure Working Families is positioned as the leading voice on families, work and work life balance.
- Contribute to the wider Working Families team, undertaking any other reasonable duties as directed by the head of the Legal Advice Service.

## PERSON SPECIFICATION

### Essential

#### **Advice**

- Knowledge of employment rights and discrimination or welfare benefits, particularly those relevant to parents and carers
- Knowledge of case law, and confidence in using textbooks and online resources to conduct legal research and support practice
- Ability to respond to callers in an empathetic and professional manner
- Ability to write clearly about complex issues in an accessible manner, providing people with practical solutions to questions and issues they are currently facing

#### **Policy and Communication**

- Awareness of the social and political issues relevant to Working Families: including parental rights at work, work-life balance, affordability of childcare, disability and benefits
- Ability to assist the policy team in wider policy work and government consultations on these issues

#### **Wider**

- Ability and enthusiasm for working co-operatively in a small team of advisers
- Ability to engage with and/or supervise a wider team of volunteers
- Ability to set priorities and manage competing demands
- Genuine interest in the values and mission of Working Families

### Desirable

- Legal qualification as a solicitor or barrister or studying for a degree in law
- Expertise in and experience of advising on employment rights and discrimination, benefits and/or other support available to families
- Experience of providing telephone advice and/or email advice to members of the public
- Experience of planning and writing publications, website articles and/or reports for members of the public
- Experience working with parents of disabled children or own experiences of being a carer
- Experience of working on social media platforms and the ability to manage and enrich a support group for parents and carers through social media
- Experience of providing external training to a wide audience including second tier advisers
- Experience of working with public bodies to shape policy and law
- Experience of using a case management database to record advice
- Fluency in languages other than English is an asset (especially Polish, Spanish, Arabic)

We particularly welcome applications from those with lived experiences of disabilities (or carers of disabled dependants) and Black, Asian and Minority Ethnic (BAME) candidates as they are currently under-represented in our workforce.

## HOW TO APPLY

If this role interests you, we look forward to hearing from you! We welcome applications even if you do not meet all of the essential criteria – your all-round suitability for the role will be assessed at application and interview stage.

To apply for this role, please send the [application form](#) and [equal opportunities monitoring form](#) to [advice@workingfamilies.org.uk](mailto:advice@workingfamilies.org.uk) by 11.59pm on Sunday 22 March 2020. Applications will be dealt with on a rolling basis so the job may be filled earlier and recruitment closed. Please apply early to avoid disappointment.

The assessment will be based on your application form, an interview with the team, and a sample advice query for you to try. More information and interview dates TBC.

If you have any questions at all about the application criteria or process, or if you require any reasonable adjustments, please send an email [advice@workingfamilies.org.uk](mailto:advice@workingfamilies.org.uk) and we'd be happy to help.

WHAT WE OFFER	
Financial	
Pension	WF is committed to assisting staff to make adequate provision for retirement and offers a pension plan operated by AVIVA with 5% employer contribution.
Cycle to Work Scheme	WF is partnered with Bike2Work, a tax-free cycle to work scheme that could save you up to 25% on the cost of a bicycle.
Work-life balance	
Annual leave	<p>All employees are entitled to 25 days annual leave per year + UK bank holidays (pro rata for part-time staff). You gain one extra day of annual leave per year of service up to a maximum of 30 days excluding bank holidays (pro rata for part-time staff). Staff are entitled to carry over 5 days to the next annual leave year (pro rata for part-time staff).</p> <p>The annual leave year runs from 1<sup>st</sup> April – 31<sup>st</sup> March. Staff starting during the annual leave year will receive a pro-rata entitlement for the remainder of that year.</p>
Flexible working	Flexible working should be the norm, not the exception. WF grants all employees the right to request flexible working arrangements, regardless of their length of service (including part-time working, working from home, and term time working). We're happy to talk flex work at recruitment stage.
Family friendly	<p>WF grants all mothers, fathers and partners the right to take paid time off for antenatal appointments. All adopters (primary and secondary adopters) have the right to take paid time off to attend adoption appointments.</p> <p>WF offers fathers and secondary adopters the right to two weeks' paternity leave on full pay if they meet the requirements for statutory paternity pay. WF pays statutory rates of maternity, adoption and shared parental pay.</p>
Health	
Company Sick Pay	We are committed to not letting genuine illness cause financial difficulties for our employees. Working Families will grant at its discretion up to one calendar month pro rata of sick leave on full pay, plus two calendar months pro rata on half pay in any calendar year, inclusive of Statutory Sick Pay (subject to completion of probation)
Eye Tests	WF will reimburse all staff for eyesight tests.