

Service Centre Legal Advisor

Job Title: Service Centre Legal Advisor (SCLA)
Reports to: Head of Services
Location: Member Service Centre

Job Purpose

Working as part of the union's Member Service Centre and reporting to the Head of Services, the SCLA will act as the primary point of contact for incoming membership enquiries, providing professional expertise in the form of quality legal advice, information and guidance to Community members and staff. The SCLA will work both independently and as part of a multi-disciplinary team, delivering employment law and general legal advice to Community members and staff.

Responsibilities will include:

- Responding to members' requests for information and advice including telephone, email, paper and web enquiries, ensuring enquiries are managed in accordance with current General Data Protection Regulations.
- Supporting members in unrecognized workplaces in negotiating settlements. Providing terms and effect advice to members in relation to Settlement Agreements in line with agreed protocols.
- Objectively assessing the nature of enquiries and merits of issues, ensuring all relevant aspects of advice are fully considered.
- Researching legal principles, via extensive and recognised media resources, to provide members with qualified and supported legal advice.
- Delivering expert subject advice to members, in accordance with agreed protocols and quality standards.
- Accurately monitoring, managing and logging all enquiries to ensure audit trails are maintained for reference and statistical purposes.
- Ensuring communication is maintained with members should further research and/or clarification of advice be required.
- Where appropriate, signposting members' enquiries to other internal departments and/or external support services, in accordance with agreed protocols.
- Acting as a resource and providing peer support to National and Regional colleagues in relation to legal advice and signposting, as required.

- Identifying organising opportunities and referring to appropriate National/Regional leads.

Skills

- Ability to analyse complex issues, problem-solve and identify solutions.
- Ability to interpret legal principles and apply these in practice.
- Ability to communicate effectively (orally and in writing) having regard to the union's diverse membership.
- Understanding of member care standards and professional responsibility for the delivery of information and advice.
- Ability to recognise and respond to trends and changes in information, to ensure advice, information and guidance services are maintained.
- Ability to maintain appropriate knowledge, understanding & compliance of information and advice.

Communication

- Ability to succinctly communicate (*orally / electronically / written / telephone*) and liaise with people from different working backgrounds.
- Demonstrable active listening / professional empathy and understanding of varied workplace / industry issues that affect members.

Management of Information / Data / Systems

- Proficient in use of Microsoft Windows suite.
- Experience of using data information systems.
- Experience of using Internet software.
- Ability to undertake thorough research, using online resources and other recognised information sources.

Teamwork & Organisational

- Ability to effectively manage workload and multitask.
- Ability to work independently and under own initiative.
- Experience and understanding of valued teamwork ethos.
- Willingness to work flexibly and adapt to organisational & operational needs.

Personal Qualities & Understanding

- Ability to demonstrate professional diplomacy, sensitivity and presence.
- Ability to recognise understanding of issues affecting working people.
- Understanding and practice of workplace Health & Safety requirements.
- Understanding of good trade union principles, beliefs & ethos.
- Strong awareness & commitment to equal opportunities and valuing diversity.
- A commitment to Community's Vision & Mission Charter.