



Job Description

Job title:	Head of Law Clinic – Part-time 0.6 FTE (3 days per week)
Reports to:	Deputy Dean of Faculty of Business and Law/Head of Law School
School:	Faculty of Business and Law
Grade:	RU10

Main purpose of the job:

The Head of Law Clinic will be responsible for the day-to-day operational management and strategic development of the University of Roehampton Law School Law Clinic. Working with the Head of Law School and with clinic supervising academic staff, the post holder will hold a relevant professional legal qualification and bring practical experience of legal practice management.

The Head of Law Clinic will be the public face of the Clinic for clients, student volunteers, partner organisations and referring bodies. They will manage client intake and case management, supervise the legal team, ensure regulatory compliance, and work collaboratively with academic and professional services colleagues across the University to deliver an outstanding, student-enriching, and client-centred service. The focus of the postholder is to support students and ensure that free legal advice is provided to those that need it most.

The post holder will possess excellent communication and interpersonal skills, a commitment to access to justice and pro bono work, and a proven ability to lead and manage in a fast-paced, legal professional environment.

Main duties and responsibilities:

Operational Management and Service Delivery

- Lead on the day-to-day management of the Law Clinic, ensuring efficient, high-quality delivery of legal advice and services to members of the public.
- Oversee the provision of legal advice and casework activity, ensuring appropriate governance, regulatory compliance and risk management
- Oversee all operational plans for the Law Clinic, reviewing, revising and creating policies, protocols and procedures as appropriate.
- Manage and maintain the Clinic's case management system, IT infrastructure and administrative processes, ensuring accurate and efficient data handling at all times.
- Ensure robust client intake, referral and case allocation processes, including management of the Refernet platform and the Clinic's web presence.
- Safeguard a positive client journey and experience, managing client expectations professionally and in accordance with the Clinic's values.

- Ensure compliance with all relevant statutory and regulatory frameworks, including requirements set by the Solicitors Regulation Authority (SRA), LawWorks, Refernet and the University.
- Compile and present regular reports on Law Clinic activities, performance, trends and impact for internal and external stakeholders.

Staff and Student Volunteer Management

- Manage the work of the legal team within the Clinic, including solicitors, paralegals and legal assistants, ensuring high professional standards are maintained.
- Train, manage and appraise Paralegal staff in line with University HR policies and procedures.
- Manage the full application, selection, onboarding, training and ongoing management of student volunteers, providing regular support and feedback.
- Liaise with Law School academic colleagues on the timetabling of supervising solicitors and student volunteer sessions to ensure effective integration with teaching and learning activities.

Strategic Development and Partnerships

- Lead external engagement activity, acting as the primary point of contact for external partners, referring organisations and stakeholders, building and maintaining productive, long-term relationships.
- Undertake business development activity to extend the Clinic's reach, identifying and pursuing new partnership, collaboration and funding opportunities.
- Identify and create opportunities to expand the Clinic's provision of legal advice and support to new and emerging client groups, community organisations and underserved populations.
- Develop and maintain a strong presence in the pro bono and professional networks locally and nationally, ensuring the University of Roehampton is well represented in the sector.
- Develop opportunities for cross-institutional and cross-organisational working with other HE institutions, NGOs and pro bono organisations.
- Pursue appropriate funding opportunities for the Law Clinic, including from external sources and donors, preparing applications and ensuring all funding criteria and reporting obligations are met.

Strategy, Planning and Reporting

- Provide relevant research, market analysis and sector intelligence to inform the strategic direction and positioning of the Law Clinic.
- Contribute to strategic planning discussions with the Head of the Law School, offering expert operational insight.
- Implement and manage new projects and developments within the Clinic, including assessing operational impact, developing project plans and undertaking risk assessments.
- Maintain up-to-date knowledge of developments in the pro bono and legal practice sectors, higher education policy and relevant funding streams.

Communications and Liaison

- Draft papers, briefings, reports and other communications for the Law School, University committees and external bodies as required.
- Build and maintain a network of contacts across the University's departments and professional service divisions to facilitate information sharing and collaborative working.
- Participate in Law School, Faculty and University committees, working groups and sector fora as required.
- Represent the Law Clinic at external events, conferences and platforms, raising the profile of the Clinic and the University's pro bono work.

Professional Standards and Development

- Maintain an in-depth technical knowledge of developments in legal practice and the pro bono sector, demonstrating a commitment to continuous professional development.
- Undertake all work in accordance with the standards and codes of conduct set out by the relevant professional bodies, including the SRA.
- Uphold the confidentiality of all client, student and staff data in accordance with the Data Protection Act 2018 and the UK GDPR.
- Undertake any other duties commensurate with the seniority and nature of the post, as directed by line management.

Person Specification

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria.

Requirements	E/D	Criteria
Education and Qualifications	Essential	• Educated to degree level or equivalent • Qualified solicitor, barrister or legal executive (or equivalent professional legal qualification)
	Desirable	• Postgraduate legal qualification • Evidence of continuing professional development in legal practice or clinic management
Knowledge and skills	Essential	• Demonstrable understanding of the statutory and regulatory requirements applicable to a university law clinic, including SRA, LawWorks and Refernet frameworks • Strong attention to detail and ability to manage data accurately, efficiently and confidentially • Empathy with clients, staff and students and an understanding of issues affecting access to justice and legal practice • Ability to establish and maintain successful partnerships and inter-organisational relationships • Experience of effective decision-making and execution of managerial responsibilities • Excellent IT skills, including MS Office and case management or bespoke legal software
	Desirable	• Up-to-date knowledge of regulatory requirements relating to legal practice in England and Wales • Knowledge of the UK higher education landscape, including student experience considerations • Experience of building working relationships with institutional and community networks • Project planning and project management skills
Work experience	Essential	• Minimum two years' recent relevant work experience in a legal or administrative environment • Proven experience of supervising and/or supporting legal staff, volunteers or students • Experience of creating and producing reports to fulfil organisational reporting obligations • Experience of working collaboratively with colleagues across multiple teams and seniority levels

		Ability to organise own workload, work efficiently under pressure and meet deadlines
	Desirable	- Experience of working within a university or higher education environment - Experience of records and data management, handling returns and compliance reporting - Experience of delivering or assisting with training programmes
Communication skills	Essential	- Excellent written and oral communication skills, with the ability to communicate effectively in challenging circumstances - Ability to ensure confidentiality at all times with students, clients and their data, in accordance with the Data Protection Act 2018 and UK GDPR - Ability to manage new administrative systems and take a proactive approach to new projects
	Desirable	- Experience of producing market-ready content, including online and public-facing information - Ability to represent the Law School and contribute effectively to internal and external meetings
Other requirements	Essential	- Ability to cope well with competing demands and prioritise own work effectively - Uses initiative, works independently both remotely and on campus, and is a proactive self-starter - Commitment to continuing professional development and training - A commitment to equality, diversity and inclusion, and to the principles of access to justice
	Desirable	Ability to communicate problems and potential solutions clearly to line management and senior stakeholders

Additional Information

- The appointment is offered on a permanent basis immediately, subject to references
- The appointment is usually made at the bottom of the range. Where a candidate's current total remuneration already exceeds the bottom point, consideration will be given to the level of skills, experience and profile that the candidate is bringing to the role. The total remuneration of other staff doing the same or similar work within the department who have similar skills, experience and profile should also be taken into account.
- The University operates service-led hybrid working arrangements. This post requires a minimum of 3 days in the office and 2 days working from home although peak times might require flexibility and any hybrid arrangement will be determined by the service and in agreement with the line manager.
- This appointment will not require a DBS check
- The annual leave entitlement is 30 days p.a., (pro rata for part-time posts) additionally there are 3 – 4 days for the University's operational efficiency initiatives at Christmas
- Your agreed working hours will be agreed as part of your contract and include a lunch break of one hour each day, with a full professional commitment expected entailing working flexibly beyond core hours if required
- The University of Roehampton is committed to [Equality, Diversity and Inclusion](#)
- Set in a beautiful 54-acre parkland campus, the University has an attractive range of benefits, and you can find out more about them [here](#).
- In addition, Professional Services/Support staff on grades up to RU7, may access the Local Government Pension Scheme; and on grades RU7 and above may access The University's Defined Contribution Retirement Savings Group Personal Pension Plan, provided by Royal London.