

## **Application pack for Interim Digital Manager**

***Thank you for your interest in this role. This pack includes:***

- 1. role background;***
- 2. role purpose;***
- 3. main duties and responsibilities;***
- 4. person specification;***
- 5. how to apply;***
- 6. The Legal Education Foundation background.***

**Post Title:** (Interim) Digital Manager

**Organisation:** The Legal Education Foundation (TLEF)

**Reports to:** Head of Administration

**Location** Shalford, Guildford, Surrey

**Salary:** Up to £55k depending on experience

## 1. THE ROLE (BACKGROUND)

TLEF is recruiting a six-month interim post of Digital Manager to continue the digital development and maintenance of digital platforms in a hands-on manner.

**[Note: there will be no direct reports to this role]**

The postholder will work with the management team, staff and stakeholders to ensure benefits realisation, longer-term sustainability and the potential of systems to support our strategic and operational plans.

The ideal candidate will bring experience of success as a digital, programme and project manager, ability to engage and work with users in a dynamic environment, have a proactive style that balances the delivery of strategic goals, with attention to detail and good communication, management and relationship skills.

The postholder will need technical skills but not necessarily require programming or digital marketing experience. The ability to work with technical suppliers and define specifications based on user needs will be essential.

TLEF is fully cloud based using Microsoft 365, Salesforce, Xero and WordPress as core systems. All staff currently work from home.

The role is full-time although we will be open to flexible working. (salary pro rata).

## 2. ROLE PURPOSE

To provide leadership, advice and project management in the development, maintenance and use of digital technology throughout the Foundation's operations.

### **3. MAIN DUTIES AND RESPONSIBILITIES**

1. Maintain and continue to develop all office IT/digital systems and integrations to obtain maximum efficiency in TLEF Group's operations.
2. Maintain, manage and develop the continuing integration of Salesforce (CRM system) into TLEF Group's operations, including multiple grant programmes.
3. Manage the continuing integration of the Microsoft 365 suite of programmes.
4. Manage the continued development of the Justice First Fellowship Programme website pages and operation.
5. Maximise the use of TLEF website members site (WordPress) for internal communication for Governors, Governors' Committees, Pension Scheme Trustees and Pension Scheme Members.
6. Manage and add content to the TLEF Group websites.
7. Collect, record and analyse management information relating to TLEF Group, charity grants and other activities.
8. Ensure the security of TLEF Group's systems and continuing compliance with GDPR.
9. Provide advice to grantees on the use of digital technology, IT project management and IT tendering.
10. Assuring all IT activities are performed within the parameters of applicable laws, codes, and regulations.
11. Support other TLEF Group activities as required.

#### 4. PERSON SPECIFICATION

##### Essential

- Strong IT and digital literacy and systems administration ideally with previous experience of Microsoft 365, Salesforce and WordPress use, digital products and IT systems.
- Experience of managing and being responsible for multiple platforms. [Note: Developer or programmer experience is not essential but the ability to understand and interpret user needs and produce functional specifications will be important].
- Excellent organisation, prioritisation, programme management and project management skills (from concept to delivery) with a keen eye for detail.
- Ability to support, manage and work effectively within a team to deliver projects and solutions.
- Strong analytical and critical thinking skills and ability to identify and execute improvements to existing processes.
- The ability to communicate complex technical concepts to stakeholders.
- Ability to initiate and maintain positive and effective working relationships with internal and external stakeholders.
- Ability to create management information from data and run database reports in Salesforce.
- Ability to think ahead and see the bigger picture.
- A demonstrable commitment to equality, diversity and inclusion for all.
- Full awareness of high level of security protocols.
- A higher-level recognised qualification in information technology or computer science or related field.

##### Desirable

- Experience in the non-profit/charity sector.
- Knowledge of latest developments in data processing & data/platform security.
- Knowledge of the latest applications of Salesforce and Microsoft 365.
- Experience of management and configuration of Salesforce.

#### 5. HOW TO APPLY

Please submit a CV and a covering letter (the letter a maximum of 2 sides), outlining why you are interested in, and how you are suitable for, the role, including how your skills, knowledge and experience meet each aspect of the person specification above.

Please address as much of the person specification as you can. We recognise that applicants may be much stronger on some of the requirements for the role than others. CVs which are not accompanied by a detailed covering letter will not be considered.

**Please apply by 5pm on 12<sup>th</sup> May 2021** – please email your application to: [vacancies@thelef.org](mailto:vacancies@thelef.org) citing “Interim Digital Manager” in the subject line.

We are aiming to interview shortlisted candidates on 26<sup>th</sup> May 2021 (interviews will be held remotely). If you are unable to attend on this date, please mention with your application.

TLEF is an equal opportunities and disability aware employer. We welcome applications irrespective of race, religion, gender, sexual orientation, disability, or age.

We would be grateful if you could also complete and include an equal opportunity monitoring form, you can download a copy of the form from our website: [Vacancies | The Legal Education Foundation](#)

## 6. THE LEGAL EDUCATION FOUNDATION BACKGROUND

We are an independent grant-making foundation distributing around £6 million a year to organisations undertaking charitable work which promotes our strategic objectives. We focus on the essential role of legal education in helping people and organisations to understand and use the law as a tool for change. In this work, we know that there are significant numbers of people who cannot obtain justice in relation to everyday problems, and that these unmet needs trigger or exacerbate clusters of issues that have a social and economic impact on individuals, communities and wider public policy goals. We believe the law should be readily available at the times and in the places where people need it.

The Foundation operates a combination of open and proactive grant programmes. These include the Justice First Fellowship, a scheme which we established in 2013 to support the next generation of social justice lawyers. We also support the organisations we fund in a variety of other ways including providing access to training, consultancy and networking to promote exchange, learning and collaboration. We also carry out our own development work, particularly in the fields of public policy and research and we place a strong emphasis on collaboration with other organisations in the field.

### Vision

Our vision is of a society that fosters the principles of justice and fairness, where people understand and use law to bring about positive change and to prevent harm and where public systems and structures uphold the rule of law.

### Context

The UK justice system is undergoing a period of challenge and rapid change which has farreaching consequences for people's ability to understand and use the law. There has been chronic under-resourcing of legal organisations at the same time as legal needs have risen. Sustainable employment, career development and access to the profession have all come under pressure. Meanwhile, legal and constitutional changes brought about by the UK's exit from the EU, along with the increasing adoption of digital technology and automated data processing by government, are producing fundamental changes to UK institutions and the exercise of public power.

This matters particularly for the significant numbers of people who cannot obtain justice in relation to their fundamental rights. We know that these unmet needs trigger or exacerbate cluster of problems that have significant impacts on individuals, communities and wider public policy goals.

Legal education sits at the heart of activities to ensure law plays its role effectively: It is how people can be helped to know and access legal remedies; it is how people and organisations working in the law can improve the ways they identify and resolve legal needs; and the study and analysis of evidence arising out of this activity can positively influence wider policy and justice systems.

Organisations tackling these challenges have experienced significant constraints that have affected their ability to deliver services at the scale needed, to invest in their infrastructure, to develop related fields of policy, research and communications and to attract and retain skilled staff. These organisations face a task of such scale and complexity that significant and sustained strategic investment is needed to help them play their roles. The Foundation's resources put us in a position to support organisations to address this challenge.

We support work in all four nations of the UK, recognising the need to reflect local needs and differences, including the different legal jurisdictions and devolved powers. The focus of our work is in the UK, but we also look to learn from and to inform international practice and experience.

Our work to 2025 will be divided into three programmes:

- Stronger Sector: Training and support for a thriving social justice legal sector.
- Fairer Systems: Transparency, accountability and the protection of rights.
- Smarter Justice: An enduring commitment to learning and evidence in the justice system.

### How we work

We see the Foundation as part of a mutual endeavour, establishing engaged and supportive relationships with those who share our vision, and bringing people together to build alliances and to share expertise.

We seek to listen and learn, recognising the commitment and expertise that exists in the organisations we work with. We underpin our work with good information and analysis, continually building our knowledge and seeking to reflect this in our work. We aim to be a trusted voice, using our knowledge, networks and independence to influence those who can effect change.

We have a responsibility to use the Foundation's resources to be bold, to support work that others cannot, or do not, and to take a long-term view.

We seek to support and promote diversity and reflect lived experience in our work. We aim to be clear about the way we operate and the choices that we make.

We marshal and deploy our resources thoughtfully and, as an organisation, seek to maintain the highest standards of operational and administrative efficiency.