Legal Services Agency

Recruitment Pack

Head of Housing and General Court Department

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Welcome from the Chief Executive

Thank you for your interest in Legal Services Agency (LSA).

For over 35 years, LSA has worked alongside individuals, families and communities experiencing poverty, disadvantage and discrimination. Through expert legal advice and representation, strategic litigation, public legal education, policy engagement and partnership working, we have sought to ensure that legal rights can be realised in practice, particularly for those who face the greatest barriers in accessing justice.

We are seeking an experienced solicitor to join our Senior Management Team as Head of Housing and General Court Department. This is a significant leadership role with responsibility for leading and developing one of LSA's key legal departments.

The successful candidate will oversee service delivery, supervise and support legal staff and maintain a complex litigation caseload. They will also contribute to organisational strategy, service development and the continued growth and sustainability of our legal services.

Housing justice has been at the heart of LSA's work since its inception. Founded initially to address unmet housing legal needs, we have continued to develop innovative legal remedies and services that support individuals and communities facing housing insecurity, poor housing conditions and homelessness.

This is an opportunity to join a law centre with a proud history and an ambitious future, and to play a significant role in shaping the development of our legal services.

I hope the information in this pack helps you understand more about LSA, our work and our ambition for the future.

Thank you for taking the time to consider joining us. We look forward to hearing from you and learning more about the experience you could bring to Legal Services Agency.

Aaliya Seyal Chief Executive Officer, Legal Services Agency

About Legal Services Agency

Legal Services Agency (LSA) is one of Scotland's leading law centres.

Established in 1989, LSA is committed to tackling inequality, defending legal rights and using the law to effect social change. We support individuals and communities who would otherwise struggle to access legal advice, assistance and representation, combining legal expertise with a commitment to addressing the root causes of disadvantage and discrimination.

For more than three decades, LSA has delivered specialist legal services across housing, homelessness, mental health, employment, welfare benefits and criminal injuries compensation. Alongside our casework and representation before courts and tribunals across Scotland, we contribute to strategic litigation, legal education, research and policy development, using our legal expertise to identify and address issues affecting disadvantaged communities.

Our vision is of a fairer society in which every person, regardless of their circumstances, can understand and exercise their rights with dignity and respect. Our mission is to reduce the impact of poverty, disadvantage and inequality through high-quality legal advice, representation and education that empowers individuals and communities to secure lasting change. Further information about Legal Services Agency, our work and our strategic priorities can be found at **www.lsa.org.uk.**

Our Legal Services

LSA's legal services are delivered through Brown & Co. Legal LLP, the regulated legal practice through which our solicitors and legal staff provide specialist advice and representation. Brown & Co. Legal LLP forms an integral part of LSA, enabling the delivery of high-quality legal services whilst supporting the organisation's wider mission, strategic objectives and commitment to social justice.

The Partners within Brown & Co. Legal LLP form part of LSA's senior leadership team and work alongside the Chief Executive and colleagues across the organisation to shape strategy, support organisational sustainability and ensure the continued development and delivery of LSA's legal services. Partners are employees of LSA and, as members of the Senior Management Team, contribute to the achievement of organisational objectives whilst fulfilling their professional and regulatory responsibilities within the LLP.

This collaborative leadership model combines strategic organisational leadership with specialist legal expertise, helping ensure that LSA's services remain effective, sustainable and responsive to the communities we serve.

To learn more about the relationship between Legal Services Agency and Brown & Co. Legal LLP, please visit: LSA and Brown & Co. Legal LLP – Legal Services Agency.

Key Information

Role: Head of Housing and General Court Department

Salary: £49,581 - £51,863 annum (dependent upon experience)

The organisation is currently undertaking a review of salaries. For candidates who can demonstrate significant relevant experience and expertise, appointment at the top of the scale will be considered.

Reporting to: Chief Executive Officer

Location: Glasgow (currently operating a blended office and remote working model). Attendance in the office is required for a minimum of three days per week.

Contract type: Permanent

Contract hours: 35 hours per week

Current working arrangement: LSA is currently trialling a 32-hour, four-day working week with no reduction in pay.

Closing Date: 11:59pm, 1st November 2026

Interview Date: To be confirmed

What We Offer

- 5 weeks annual leave plus 12 public holidays
- 2 discretionary leave days in December
- Birthday leave
- A one-off additional day off on each 5-year service anniversary
- Employer pension contribution
- Salary sacrifice schemes
- Hybrid and flexible working options
- Opportunities for continuing professional development and leadership growth

The Opportunity

Housing injustice remains one of the most pressing social and legal issues facing Scotland. Increasing numbers of people are living in poor-quality housing, experiencing serious dampness and mould, facing homelessness or challenging decisions that affect their ability to access safe and suitable accommodation. At the same time, legal remedies continue to evolve. Questions of public law, human rights, equality and accountability increasingly sit alongside traditional housing law issues. Access to specialist legal representation has never been more important.

LSA has played a leading role in responding to these challenges for decades. We now wish to strengthen our senior leadership team through the appointment of a Head of Department with significant expertise in housing justice and strategic litigation.

This is an opportunity for an experienced litigation solicitor to lead one of LSA's key legal departments while maintaining a litigation caseload. The role combines departmental leadership, legal practice, service development and wider organisational leadership, including participation in the Senior Management Team. The role offers scope for professional growth and leadership development and may be of particular interest to solicitors seeking to broaden their senior management experience, including those who may wish to pursue Partnership opportunities in the future.

Alongside managing a complex caseload and undertaking advocacy before courts and tribunals, the successful candidate will help identify emerging legal need, contribute to service improvement and strengthen LSA's impact through strategic litigation, partnership working, public legal education and policy engagement.

This role offers the opportunity to:

- undertake complex and impactful litigation;
- contribute to the strategic direction of one of Scotland's leading law centres;
- lead, manage and develop colleagues at all levels, including trainee solicitors, newly qualified solicitors, experienced solicitors and legal support staff.
- identify opportunities to achieve wider social change through legal action, partnership working and public interest advocacy; strengthening LSA's influence within the housing justice sector.

Role Purpose

To lead and manage LSA's Housing and General Court Department, ensuring the delivery of high-quality legal services whilst maintaining an active litigation caseload. The postholder will be responsible for departmental performance, staff development, service delivery and the achievement of organisational, funding and key performance objectives including maximising appropriate legal aid income and recovery.

The Head of Department will lead and develop solicitors, trainees and support staff, oversee departmental service delivery and maintain a complex litigation caseload. As a member of the Senior Management Team, they will also contribute to organisational planning, service development and strategic decision-making.

Key Responsibilities

Department Leadership and Management

- contribute to the delivery of LSA's strategic objectives, business plans and organisational priorities;
- support the ongoing development and improvement of legal services, identify emerging legal need, gaps in provision and opportunities for service development where appropriate;
- lead or contribute to designated projects and funded programmes, ensuring achievement of agreed objectives, outputs and outcomes;
- monitor departmental financial performance and support solicitors and legal staff to maximise appropriate legal aid income, recoverable expenses and other funding streams in accordance with organisational objectives and regulatory requirements;
- contribute to organisational planning, impact reporting and reports for senior management, funders and trustees and participate as an active member of the Senior Management Team in organisational decision making;

Legal Advice, Representation and Advocacy

- provide senior leadership and expertise in housing rights, homelessness, housing conditions, dampness, mould and disrepair, and judicial review whilst supporting, supervising or undertaking legal work, where appropriate and required, across LSA's wider areas of practice in response to organisational need and service demand;
- deliver high-quality legal advice, representation and advocacy within areas of specialism, including preparation for and appearance before courts, tribunals and other forums;
- manage a complex and varied caseload, including responsibility for conducting litigation and advocacy before courts and tribunals, whilst ensuring high standards of client care, legal practice and file management;
- provide cover for, or support to, other legal service areas where required, including assisting with supervision, case allocation, strategic input or service continuity arrangements;
- support the development of legal strategies capable of achieving wider social change and improving access to justice for individuals and communities experiencing disadvantage;
- ensure effective management of legal aid, grant-funded and other publicly funded work.
- maintain up-to-date knowledge of relevant legislation, case law, policy developments and best practice.

Supervision and Staff Development

- supervise, manage, mentor and support solicitors, trainee solicitors, legal staff and volunteers, ensuring appropriate standards of performance and delivery;
- support colleagues to manage caseloads effectively and maintain high standards of client representation through coaching, knowledge-sharing, constructive feedback and professional development;
- contribute to recruitment, induction, appraisal and training activities;
- foster a collaborative, inclusive and supportive team culture;
- support future succession planning and leadership development within the organisation.

Quality, Compliance and Professional Standards

- ensure that departmental legal services are delivered to the high professional standards;
- ensure compliance with all professional, regulatory and legal practice requirements, including those of the Law Society of Scotland and the Scottish Legal Aid Board;
- contribute to quality assurance processes, file review, audit and risk management processes;
- assist with the development, implementation and review of organisational policies, procedures and legal practice standards;
- maintain accurate records and management information using case management and reporting systems;
- promote accountability and continuous improvement across legal services.

External Influence and Partnerships

- develop productive relationships with advice agencies, third sector organisations, local authorities and other stakeholders;
- contribute to policy development, consultation responses and law reform initiatives relevant to LSA's mission;
- Identify recurring legal issues, trends and learning arising from casework and contribute to the development of training, seminars, workshops and public legal education activities for service users, advisers, solicitors and other professionals;
- represent LSA at conferences, networks, working groups and external forums;
- promote awareness of housing justice, access to justice and wider social welfare law issues;
- strengthen LSA's reputation as a leading law centre and centre of legal expertise.

Person Specification

We recognise that no candidate is likely to meet every criterion listed below. If you are passionate about social justice, have significant experience in housing law and litigation, and believe you have the skills and leadership qualities to succeed in the role, we would encourage you to apply.

Essential Criteria

Qualifications and Professional Standing

- Qualified solicitor holding a current unrestricted practising certificate from the Law Society of Scotland.
- Entitled to undertake legal aid work and advocacy in relevant courts and tribunals.

Legal Expertise and Experience

- A minimum of 5 years post qualification experience, including substantial experience in housing law, homelessness and civil litigation.
- Demonstrable expertise in one or more of the following areas:
    - homelessness;
    - unsuitable housing conditions;
    - dampness, mould and disrepair;
    - repossession and eviction proceedings;
    - public law and judicial review remedies relating to housing rights.
- Experience of managing a complex and varied legal caseload, prioritising competing demands and delivering high-quality legal services within a performance-driven environment and against agreed targets.
- Experience of undertaking legal and factual research and applying it effectively to identify and pursue appropriate remedies for clients.
- Significant experience of managing a complex and varied caseload, conducting litigation and representing clients before courts and tribunals, while prioritising competing demands and maintaining high standards of client service.
- Experience of managing departmental performance against income, legal aid, service delivery and other key performance indicators.
- Strong practical understanding of Scottish Legal Aid, including eligibility, procedures and funding requirements, and wider access to justice issues.

Leadership and Management

- Experience of leading, managing and developing a legal team, department or significant area of service delivery, with responsibility for performance, objectives, service standards and staff development.
- Ability to lead, support and develop colleagues in an inclusive, empowering and constructive manner, including the ability to give and receive feedback openly, objectively and with empathy.

- Experience of managing performance, work allocation and competing operational priorities within a legal service.
- Experience of contributing to service development, planning and continuous improvement within a legal service.
- Ability to balance leadership responsibilities with the management of a personal caseload.
- Experience of collaborative working across teams, disciplines and organisations.

Knowledge and Understanding

- Extensive knowledge of Scottish housing and homelessness law and related remedies.
- Understanding of the wider social, economic and policy issues affecting people experiencing housing insecurity, poverty and disadvantage.
- Understanding of the role of strategic litigation in achieving wider social impact and systemic change.
- Awareness of wider social welfare law issues and the interrelationship between housing law and other areas of legal need including welfare benefits, employment, mental health, community care, public law and equality law.
- Knowledge of professional obligations, regulatory requirements and good governance within legal services.

Skills and Attributes

- Strong client interviewing and communication skills, with the ability to identify legal issues, assess risk and develop appropriate and effective remedies.
- Strong written and verbal communication skills with the ability to communicate complex legal issues clearly and effectively to a range of audiences.
- Strong legal analysis, judgement and decision-making skills, with the ability to assess complex issues, identify appropriate solutions and exercise sound judgement under pressure.
- Ability to think strategically about legal services, emerging legal need and opportunities to improve outcomes for clients and communities.
- Ability to build effective relationships with clients, colleagues, partners, funders and stakeholders.
- Ability to work flexibly and adapt to changing organisational, client and service needs.
- Confident use of case management, reporting and Microsoft Office systems, with the ability to use information effectively to support legal practice and service management.

Values and Commitment

- Commitment to LSA's vision, mission and values, including social justice, equality and access to justice.
- Commitment to supporting and developing future generations of social welfare lawyers.
- Commitment to equality, diversity and inclusion in both service delivery and employment practices.

Other Requirements

- Ability and willingness to travel as required between LSA offices, courts, tribunals and other locations.
- Willingness to work occasional evenings or outside normal office hours where required by the needs of the service.

Desirable Criteria

- Knowledge and understanding of the voluntary, charitable and law centre sectors, including the role of law centres in promoting access to justice and social change.
- Experience of monitoring legal aid income, performance targets, funded project outputs or service performance indicators.
- Experience of delivering professional training, presentations or public legal education.

How to Apply

Thank you for your interest in this opportunity.

To apply, please submit:

- A current CV; and
- A covering letter (no more than two pages) demonstrating how your experience, skills and values meet the requirements of the role and outlining why you are interested in joining Legal Services Agency as a Senior Solicitor.

Applications should be sent by email to:**recruitment@lsa.org.uk**

Please include:

- Your current notice period;
- Details of two referees (referees will not be contacted without your permission);
- Confirmation of your right to work in the United Kingdom;
- Details of any unspent convictions under the Rehabilitation of Offenders Act 1974 (if applicable).

Equality and Diversity

Legal Services Agency is committed to equality, diversity and inclusion in both our employment practices and service delivery.

To support our commitment to fair and inclusive recruitment, please do not include your full name on either your CV or covering letter. Instead, include your name only in the body of your email application. Personal information contained within application emails will not be shared with the selection panel.

Applicants are also asked to complete and return the Equality and Diversity Monitoring Form. Information provided will be used solely for monitoring purposes and will not form part of the selection process.

We welcome applications from all suitably qualified candidates and are committed to creating a workplace that reflects the diverse communities we serve. Appointment will be made on merit, based on skills, experience and the requirements of the role.

Informal Discussion

Candidates who would like an informal and confidential discussion about the role are welcome to contact:

Aaliya Seyal, Chief Executive Officer
Legal Services Agency

Email: recruitment@lsa.org.uk; **Telephone:** 0141 353 3354