



'hope for tomorrow - today'



## Legal Support Partnership Manager





## Introduction

We value every application that we receive and have provided the following recruitment pack to enable you to consider whether the following vacancy is right for you. As a charity, we want to share information with you about our work, our approach, and our values, which we hope will give you the best possible opportunity to apply for our current vacancy of:

### **Legal Support Partnership Manager**

Please find enclosed the Job Description and Person Specification. To find out more about the work of the Child Brain Injury Trust, applicants are asked to visit our website at: [www.childbraininjurytrust.org.uk](http://www.childbraininjurytrust.org.uk)

**Please note that we send all our correspondence by email to save on postage costs.**

The deadline for receipt of completed application form is **Tuesday 28<sup>th</sup> June 2022** with interviews taking place on **Wednesday 5<sup>th</sup> & Thursday 6<sup>th</sup> July 2022**.

### **What makes a good supporting statement?**

This is your opportunity to tell us about your skills and experience so we can consider shortlisting your application. Do not assume that we can work out what you have done from a job title or knowing you in your current role. Read through the Person Specification carefully and address the criteria carefully and be clear about why you feel you meet the criteria and what you have done so far in your career that demonstrates this.

At the heart of our organisation are the people we exist for. Our values reflect the way we work to achieve our vision. Our values are:

- Integrity
- Compassion
- Innovation
- Reflective

If these values reflect the way you work and who you are, then we look forward to receiving your application.

Should you wish to have an informal discussion about the post please contact:

Gerard Anderson – Head of Brain Injury Services Email: [gerardanderson@cbituk.org](mailto:gerardanderson@cbituk.org),  
Information can also be found on the charity website: [www.childbraininjurytrust.org.uk](http://www.childbraininjurytrust.org.uk)



## BACKGROUND INFORMATION ABOUT THE CHILD BRAIN INJURY TRUST

An acquired brain injury is an injury to the brain that has happened after birth and after a period of expected development. It is not something that families can plan for or are likely to expect, but the truth is that it may change lives forever. Acquired brain injury is likely to affect how a person thinks, feels and responds to situations but will not always affect a person physically. For this reason, it is often referred to as a hidden disability.

Every thirty minutes in the UK a child acquires a brain injury, yet little is known about this high incidence disability. As a result, families often find themselves struggling to have their child's needs met. Leaving hospital and returning to education is often a good sign that things are better, and to some extents and purposes, this is true. The reality however is that children by their very nature are in a constant state of development and change, meaning that needs are likely to change and emerge over time as the young person develops. Added to this is the fact that teenage years are when most young people begin to fine tune skills such as independence and the ability to plan their life. As a result, difficulties in these areas can become much more obvious, particularly as adult support lessens.

The amount of information a parent or carer receives about their child's brain injury will depend on where they live, which hospital their child was admitted to, how much professionals knew, and what parents have discovered for themselves. Information should not be dependent on all these things – it should be provided to parents regardless.

The Child Brain Injury Trust was originally set up by a group of medical professionals. The organisation has evolved over the years and is now the leading UK organisation supporting families and professionals affected by childhood acquired brain injury. Working in consultation and collaboration with families and professionals, the charity aims to ensure families are able to access the support they need, when they need it and to ensure they have the best possible chance of reaching their potential.

The Child Brain Injury Trust has two regional offices in the UK, namely Oxfordshire (Head Office) and Belfast, and currently employs 35 team members. Work is funded from a number of sources, including Trusts, our Legal Support Services, Service Level Agreements with statutory services, and supporter fundraising.

As part of the Brain Injury Team, you will be joining the charity at an exciting time, where we will be looking at the future needs of families across the UK affected by childhood acquired brain injury. We will be developing the brain injury service in line with future needs of families and as such, this role may adapt with the changing needs of the service. This is to ensure that families and children affected by brain injury receive the best support possible.

More information about the Child Brain Injury Trust can be found at [www.childbraininjurytrust.org.uk](http://www.childbraininjurytrust.org.uk) and you can follow us on Twitter: @cbituk



## Legal Support Partnership Manager

**Job Title:** Legal Support Partnership Manager – 4 days a week (28) with potential for full time 35hrs per week (5 days)

**Salary:** Circa £34,000 pro rata

**Based at:** Home based/Head Office - flexible

**Type:** Permanent

**Reporting to:** Head of Brain Injury Services with guidance from CEO

### Job Purpose

To manage and develop CBIT's successful Legal Support Service partnership (currently 17 partners across the UK) and Case Management joint venture (CBIRS). A key purpose of the role is to ensure all partners receive added value and a fair return on investment for the partners, charity, and the families we serve. It is important that we ensure excellence and quality and carry out due diligence to enable partners to align with the charity's values and purpose. This is an important role within the charity and as such the position holder will need to be resourceful, pragmatic, and creative.

### Brief Description

The Child Brain Injury Trust is looking to appoint a Legal Support Partnership Manager to manage and develop all aspects of the partnership and our joint case management venture for the charity. Predominantly this will be through further developing stronger relationships with existing legal partners, to ensure they receive a fair return on their investment and through working with the Head of Brain Injury Services who has responsibility for the operational delivery of the contracts in hospitals and the community. In addition, the postholder will be responsible for developing and growing the charity's Case Management joint venture with Bush and Co to ensure that the relationship is strong, that law firms both inside and outside of the Legal Support Service are introduced to the service to enable it to grow. This will include attending and presenting at Bush & Co training/networking events and to ensure that effective reporting is maintained and improved. Key to this position is developing good relationships with the brain injury team who provide vital support to families affected by acquired brain injury. There will be an expectation that this position will be responsible for an annual income target c £600k + from existing contracts and to look at how we can add value to the partnership. Contracts are due for renewal in 2024.

The position holder will have experience and knowledge of the legal sector particularly within the catastrophic injury and clinical negligence areas. They should have exceptional relationship management skills, be commercially astute, are able to negotiate the complexities of a tendering process and managing contracts. They should be experienced in working with senior partners and directors as well as managers and other departmental staff. They will be values driven with integrity at their core and have a genuine interest in our work.



## **Tasks and Responsibilities**

1. To effectively manage and develop the charity's Legal Support Service from the tender process to contract sign off.
2. To effectively manage the ongoing relationship between legal support partners and the charity, to include communication, relationship development, management reporting, client liaison and business development opportunities
3. Working with the Head of Brain Injury Service to develop effective ways of ensuring hospital teams are aware of the benefits of the Legal Support Service by providing relevant information when needed.
4. To promote, oversee and develop the relationship between the charity's Joint Venture (CBIRS) with Bush and Co, to include regular communication, management reporting, to identify new business development opportunities and to identify further joint working opportunities.
5. To work in alignment with the wider organisation to ensure the charity is kept up to date with developments through face to face, electronic and paper communications.
6. To work closely with the wider organisation in order to develop relationships with families and professionals who access Child Brain Injury Trust services.
7. To attend charity networking/fundraising events as required and act as an ambassador for the charity
8. To deliver Legal Support networking/seminars, Facebook Live sessions and to give presentations when required
9. To regularly manage, oversee and update the database, to provide reports and management information
10. With the Marketing Department ensure materials and information relating to the LSS and CBIRS are accurate and appropriate
11. To work closely with the internal team including the Leadership, Management, and Operational teams
12. To provide quarterly written accountability reports and recommend new ways of working to maximize the effectiveness of the partnerships
13. To work with the trading group sub committee
14. Ensure all financial, administration, human resource and new technology systems are adhered to and implemented in all aspects of work that all health and safety and equal opportunities policies are adhered to and all personal responsibilities in regard to these policies are fulfilled suitably.
15. Ensure that all relevant Safeguarding procedures, equal opportunities policy and commitment to children's rights are adhered to when carrying out the duties of the post and that knowledge and skills are kept up to date.



16. Carry out specific duties as and when instructed by the Chief Executive and Head of Brain Injury Services.

### Budget responsibility

The postholder will be responsible for income targets of £600k - £650k and a small associated expenditure budget to support business development activities.

### Relationships

Internal – Trustees (Trading sub-Group), Leadership Team, Management Team, Operational Team  
External - Legal Partners, directors, senior managers, associates, marketing professionals, business development managers, families, and the general public.

### Location

The role is home based although there may be regular travel throughout the UK as part of the role. There may be a need to work occasional evenings and weekends, however these will be agreed in advance. Initial induction training will take place at the Child Brain Injury Trust head office in Oxfordshire.

### Why Should You Apply?

- An opportunity to join one of the UK's leading children's acquired brain injury charities
- You will join a high-performance, outcomes focussed, and values led team that welcomes innovation.
- A charity focussed on improving access and creating greater impact for families.
- Competitive salary and professional development opportunities.
- Join a team that is supportive, compassionate and values lead.

### The Benefits:

The charity is an equal opportunities employer and has flexible working practices:

- Annual leave entitlement (25 days per year plus bank holidays)
- Closed between Christmas and New Year
- Workplace pension scheme
- Employee Assistance Programme (Health and wellbeing advice & much more)

## Person Specification

		Evidence obtained from:			
		Essential/ Desirable	Application Form	Interview	Presentation
<b>Knowledge &amp; Experience</b>					
Previous experience of successful income generation for a company or a charity in a paid position	Essential	✓	✓	✓	
Previous experience of client management in legal services	Essential		✓	✓	
Previous experience of achieving substantial targets	Essential	✓	✓	✓	
Previous experience of managing activities/contracts from start to finish	Essential	✓	✓	✓	
Experience of managing a varied workload and working to tight deadlines	Essential	✓	✓		
Knowledge of fundraising law, charity trading procedures and techniques	Desirable	✓	✓		
Experience of working with high calibre professionals	Essential	✓	✓		
<b>Skills</b>					
Able to communicate at a very senior level	Essential	✓	✓	✓	
Ability to manage relationships with both low- and high-level supporters	Essential	✓	✓		
Excellent verbal and written communications skills, with the ability to communicate with supporters	Essential	✓	✓	✓	
Ability to convey a compelling case for support	Essential	✓	✓	✓	
Ability to oversee service delivery contracts	Essential	✓	✓	✓	
Ability to manage own workload to deliver required outcomes	Essential	✓	✓		
Ability to prioritise variety of tasks and adopt a flexible approach to workload	Essential	✓	✓	✓	

Excellent administration and IT skills including Microsoft word, excel, PowerPoint and databases	Essential	✓	✓	✓
Logical and methodical	Essential	✓	✓	✓
Able to establish effective networks with professionals at all levels.	Essential	✓	✓	
Ability to work alone and as part of a remote team	Essential	✓	✓	
<b>Attributes</b>				
High level of attention to detail	Essential	✓	✓	✓
Professional and empathetic	Essential	✓	✓	✓
Natural problem solver	Essential	✓	✓	✓
Team player - willingness to pitch in and work as part of a team	Essential	✓	✓	✓
Committed to the Child Brain Injury Trust's values and mission.	Essential		✓	✓
Approachable, professional, and friendly disposition	Essential		✓	✓
Commitment to raising awareness of the impact of childhood acquired brain injury and acting as a champion for the cause	Essential		✓	
Committed to own continuous professional development and improving own knowledge and skills	Essential	✓	✓	
Creative with a strong work ethic	Essential	✓	✓	
<b>Mobility</b>				
Full clean driving license and car owner or access to a car insured for work purposes	Essential	✓	✓	✓
Willingness to work flexible hours – some evening and weekends to attend events	Essential	✓	✓	✓
UK travel	Essential	✓	✓	✓



## INFORMATION AND GUIDANCE NOTES FOR APPLICANTS

Please read these notes to assist you in your application

### Job Description

This gives you a basic summary and details of what the role entails. Read this carefully as this will assist you to complete the application form.

### Person Specification

This is a list of the skills and attributes that the Child Brain Injury Trust is looking for in a person. It is essential that you demonstrate these skills in your application form and covering letter. Short listing candidates for interview will be based on how well candidates demonstrate that they meet the Person Specification. Any candidates that do not demonstrate how they meet these criteria are unlikely to be shortlisted.

<b>Invitation for Interview</b>	All applicants will be notified in writing via email as to whether they have been shortlisted for interview
<b>Hours of Work</b>	The role is full time – 35 hours per week. Due to the nature of our work, staff are sometimes required to be flexible in terms of when these hours are worked, and there will be occasions when staff may work additional hours or weekends in fulfilment of their roles.
<b>Induction</b>	All staff will undergo a period of induction once employment commences of a minimum of 4 weeks.
<b>Probation</b>	All new employees are required to complete a satisfactory 6-month probationary period. During this time, progress against objectives defined by the person specification and milestones will be measured and staff will be expected to demonstrate their performance and competency within these areas.
<b>Annual Leave</b>	Annual leave is currently provided at 25 days a year (pro rata for part-time posts). Leave runs April to March. In addition to this, staff are entitled to full pay for all public and bank holidays and given additional time off between Christmas and New Year as the office is closed.
<b>Sickness/Absenteeism</b>	During a new employee's probationary period, sickness and absence, other than any authorised leave, will be paid as SSP (statutory sick pay), and not provided until the fourth consecutive day of absence.
<b>Pension</b>	New staff are enrolled on Auto Enrolment pension scheme and full details will be provided upon appointment.
<b>Mileage Allowance</b>	Employees are reimbursed when required to use their own vehicles for official business. Employees are required to be insured for business use if using their own car. If appointed, you will be required to produce your driving licence and



	evidence of appropriate insurance. All information will be provided within the travel and expenses policy.
<b>Relocation Expenses</b>	The Child Brain Injury Trust regrets that it cannot provide relocation expenses to staff.
<b>Maternity Leave</b>	All female employees are entitled to basic maternity leave of 26 weeks, subject to 26 weeks of continuous service at the expected week of confinement (EWC).
<b>Paternity Leave</b>	The Child Brain Injury Trust pays one week at full pay, followed by one week at SPP (Statutory Paternity Pay), subject to 26 weeks continuous service at the expected week of confinement (EWC).
<b>No Smoking Policy</b>	The Child Brain Injury Trust operates a smoke free policy. The policy only relates to an employee's own vehicle if it is being used to transport colleagues and/or service users.

Child Brain Injury Trust is an equal opportunities employer and we welcome applications from all suitably experienced persons regardless of their race, socioeconomic backgrounds, gender, disability status, ethnicity, religion/faith, sexual orientation, or age

#### **How to apply**

To apply please submit a covering letter with a supporting statement (no more than 2 sides of A4) explaining why you are applying, why you are suitable and how your experience relates to the job description along with your CV to: [office@cbituk.org](mailto:office@cbituk.org)

When writing your Supporting Statement please ensure that you provide specific examples to demonstrate your competencies, achievements and skills addressing the specific criteria set out. We recognise that some of your experience may be from unpaid roles as well as paid employment – please include any voluntary work if it helps to show why you are the right candidate for the job.