



SENIOR PROGRAMME MANAGER

Recruitment Pack

WELCOME FROM THE CHIEF EXECUTIVE

Dear Candidate,

I am delighted that you have shown an interest in our Senior Programme Manager role. This post works at the heart of our grants and sector support programmes, helping free legal advice agencies to become sustainable and continue providing their services to thousands of people to access justice. London Legal Support Trust has been supporting free legal advice providers for the last 21 years by providing financial and non-financial support. The organisations we support include Law Centres, Citizens Advice, and other legal advice agencies. These organisations help families facing homelessness, older people requiring community care, trafficked women and children and women fleeing domestic violence, people with disabilities, refugees, people who are facing unemployment, discrimination and those with mental health problems.

LLST has four core strands of work in support of free legal advice services in London and the South East:

- Raising funds to distribute as grants
- Working collaboratively with others to raise funds for the free legal advice sector and work towards responding issues that affect the advice sector,
- Supporting the free legal advice providers through funder plus programmes, including Legal Advice Sustainability Scheme (LASS) members (previously known as the Centres of Excellence Programme (COEx)), the billing project, specialist advice forum,
- Helping to reduce costs and save money through pro bono or discounted schemes

Together with our colleagues at LCA and GLA, we aim to help families in London through our funded partners to resolve problems that may otherwise lead to financial crisis and help them to prevent getting into financial hardship in the first place. This project comes at a critical time. More than one in three children in London, around 700,000, are living

in poverty after housing costs. While the Mayor's income maximisation campaigns and advice services have helped over 130,000 Londoners claim more than £94 million in the last three years, an estimated £4 billion in benefits still goes unclaimed across the capital each year

We hope you would like to join our small and very friendly team, and we look forward to receiving your completed applications.

Best Regards,

Nezahat Cihan

Chief Executive Officer

HOW WE WORK

Our events

London Legal Walk

The continued growth of the London Legal Walk owes a huge amount to the support received from the Lady Chief Justice, the Master of the Rolls, the President of the Supreme Court, The Director of Public Prosecutions, the President of the Law Society, the Chair of the Bar Council and the President of CILEx, as well as a large number of leading judges, leading partners of City firms and heads of chambers who participate.

Over 1,200 teams participated in the 2026 London Legal Walk, representing every aspect of the legal profession – solicitors' firms and barristers' chambers, in-house lawyers, Law Centres, law schools, independent advice agencies and Citizens Advice. Many friends, families and supporters also took part. Some walkers even brought their dogs!

Regional Walks

We organise similar walks in Brighton, Chichester, Guildford, Oxford, Reading, Eastbourne, Southampton, Hastings, Hackney and Tunbridge Wells. All the money raised locally goes to the local advice agencies.

Other fundraising events

We deliver a number of other fundraising events during the year, such as the Great Legal Bake, Great Legal Quiz and Walk the Thames. We also support people fundraising for LLST through London Marathon, Big Half Marathon, and Spartan obstacle course.

We also raise money through individual and corporate donations.

Our grants

The money raised is distributed to legal advice centre beneficiaries through occasional small grant rounds, emergency funding, and our ***Legal Advice Sustainability Scheme***.

Our Support for Legal Advice Centres

Legal Advice Sustainability Scheme (previously COEx)

The Legal Advice Sustainability Scheme (LASS) – formerly known as the Centres of Excellence – is the next phase of our support for the advice sector, designed for specialist free legal advice organisations providing support in London and the South East. LASS retains the core strengths of COEx — long-term thinking, trust-based relationships and unrestricted funding — while introducing a clearer, phased and adaptable framework for the future. The scheme combines unrestricted funding with tailored support to help organisations strengthen their long-term sustainability.

London Specialist Advice Forum

The London Specialist Advice Forum was created after a need was identified for Centres of Excellence agencies to have a space to share ideas, discuss issues, and offer peer support.

Billing Project

We help free legal advice agencies with legal aid contracts to manage their contracts effectively by investing in billing coordinators that help organisations to clear their backlogs, improve their systems and increase cash flows.

Advice Workforce Development Fund

Following initial brainstorming with the London Advice Funders and sector representatives, together with the Trust for London and Paul Hamlyn Foundation, we commissioned the [Addressing Skills Gap](#) research in 2022 to identify potential solutions to the workforce crisis in the advice sector. The research report listed a number of recommendations for the funders and advice organisations to work together to start responding to the skills shortages within the advice sector. A group of funders, including Trust for London, City Bridge Foundation, Paul Hamlyn Foundation and the National Lottery Community Foundation, have contributed to a pooled fund to start working on some of these recommendations. The Greater London Authority and The Legal Education Foundation also support projects that align with this work. This project is a part of Robust Safety Net of the London Funders' [Propel](#) initiative.

Family Financial Resilience Partnership

The Family Financial Resilience Partnership (FFRP) is a collaboration between the GLA, London Citizens Advice and the London Legal Support Trust. The programme brings together local authorities with generalist and specialist advice agencies to deliver free, independent advice in 12 London boroughs to thousands of families through Best Start Family Hubs and Children's Centres. Through this partnership, advice will be available on a wide range of issues that can have a profound impact on family stability, including benefits, housing, childcare, immigration, disability and employment

Money Saving Project

LLST continues to support free legal advice organisations through providing money saving groups, education about discounts or exemptions available to charities and managing in-kind donations from law firms or chambers. Specific arrangements exist to save money for charities on stationery, photocopiers and printers, franking machines, energy costs, software, hosted cloud solutions, CRM systems and more.



SENIOR PROGRAMME MANAGER

Job Description

Reports to:	Head of Sector Support and Grants
Salary:	£42,00 to £45,000 per annum, pending on experience
Location:	Hybrid (2 days per/week in our Holborn office during the probation period, and minimum 1 day/week thereafter)
Hours:	Full-time (35h/week). Some evening and weekend work and some travel is required
Contract:	Fixed term contract until March 2028 with a strong possibility to extend

PURPOSE OF THE POST

The Senior Programme Manager role will oversee grant management and delivery of the Family Financial Resilience Partnership (FRRP). Funded by the Greater London Authority (GLA), FRRP brings together local authorities with generalist and specialist advice agencies to deliver free, independent advice in 12 London boroughs (increasing to 18 boroughs in 2027) to thousands of families through Best Start Family Hubs and Children's Centres. The programme is delivered by us (LLST) in collaboration with London Citizens Advice (LCA). Through this partnership, advice will be available on a wide range of issues that can have a profound impact on family stability, including benefits, housing, childcare, immigration, disability and employment

The Senior Project Manager will work very closely with the Development Manager at LCA to ensure effective contract management, project delivery, timely reporting and high-quality relationship management with the delivery agencies. The role will provide key support to our delivery partners (who are part of the LASS (previously COEX network) to deliver this project.

MAIN DUTIES AND RESPONSIBILITIES

PARTNERSHIP DEVELOPMENT AND COMMUNICATIONS

1. Responsible for overall delivery of the partnership between the Greater London Authority (GLA), the London Legal Support Trust (LLST) and the London Citizens Advice, alongside with the Head of Sector Support and Grants.
2. Attend and lead project management meetings, including the FRRP Community of Practice and subregional meetings with the FRRP stakeholders.
3. Working with the Head of Sector Support and Grants, the CEO, the GLA and LCA to support local joint working agreements for the project to improve local delivery.
4. Contribute to the development, review and implementation of a partnership engagement plan and support delivery agencies to improve their local partnerships.
5. Support our delivery partners to develop effective referral mechanisms with Citizens Advice and local authority leads, to achieve service integration and ensure clients have a smooth advice journey.
6. Facilitate and report shared learning between partners to reflect changing needs, which may affect delivery and development of the service and local activities and priorities.
7. Ensure that our partners are engaged in shaping the project design and delivery.
8. Working with the Information and Communications Officer and project partners, help to create social media content and a publicity plan that meets project objectives.
9. Effectively support, organise and facilitate planning and delivery of the networking activities, including regular meetings and events.
10. Maintain good data records via LLST's internal systems including Salesforce and SharePoint (training to be provided).

PROJECT MONITORING AND REPORTING

1. Collate, analyse and present statistical information & evidence on project targets and outcomes to key stakeholders.
2. Liaise with the LASS (previously COEXs) partners for any required reporting information, such as case studies and user feedback.
3. Develop and regularly review a project plan with LASS (previously COEXs) partners and LCA, reporting to the GLA.
4. Regularly produce project progress reports against the project plan, reporting any issues that may hinder project delivery in a timely manner.
5. Use IT effectively for statistical recording, record keeping and document production.

ENGAGEMENT RESEARCH AND CAMPAIGNING

1. Attend internal and external meetings where necessary and contribute to planning and delivery of activities for research and campaigning.
2. Represent and promote the project at local partnership meetings and other events.

LEARNING AND DEVELOPMENT

1. To support the delivery of the Community of Practice, so that learning is shared and policy issues are identified.
2. To work with the Learning Partner in order to strengthen the FFRP delivery model, enable frontline advisors to better support people accessing the service and empower user voice
3. Liaise with partners about their training needs and carry out partnership surveys to enable bespoke training for partners and service users.

General

1. Ensure LLST's activities comply with Charity, company and general law.
2. In the run up to the London Legal Walk and some other fundraising events, support the Events & Fundraising team to actively promote the events among the advice agencies.
3. Other tasks as required generally commensurate with the post.

KNOWLEDGE & EXPERIENCE

Essential Criteria

1. Passionate about access to justice and enthusiasm for our work and commitment to social justice and equal opportunities for all
2. Strong project management experience both in terms of setting up and managing the projects.
3. Strong experience and ability to set up and maintain systems to support delivery of project work.
4. Proven ability to devise, implement, monitor and evaluate project delivery against targets
5. Experience and ability to engage with and work constructively with external funders, agencies, partners and community groups to achieve positive outcomes
6. Proven ability to research, analyse and interpret complex information and produce clear verbal and written reports

7. Experience of using CRM systems
8. Proven ability to communicate with a wide range of people and to liaise with other organisations
9. Ability to manage communications for this project
10. Understanding of the free legal advice and / or pro bono sectors
11. Confidence with IT including Microsoft Word, Excel, Outlook and the internet.
12. Ability to work well under pressure, with strong organisational skills to cope in a busy environment with competing demands.
13. Highly motivated, with ability to work on own initiative as part of a small team.
14. Flexibility and willingness to learn new skills. Professional, reliable and responsible.
15. A positive attitude to problem solving.

Desirable Criteria

1. Knowledge and understanding of Salesforce
2. Confidence in social media platforms
3. Understanding of GDPR and its impact
4. Grant-making experience

This post entails attendance at events and other work outside office hours. Overtime is not paid but time off in lieu is given for authorised extra hours worked, subject to the demands of the service.

OTHER IMPORTANT INFORMATION

Equality and Diversity

The advice sector provides services to a very diverse range of communities in London. We believe that a more diverse and inclusive organisation is the perfect environment to bring more innovation and better decision making. We are therefore particularly welcome of applications from diverse backgrounds including, Black and minoritised communities, and from people with disabilities to help strengthen the diversity of thought and experience in our team.

We are committed to providing a supportive and inclusive culture for everyone who needs or provides our services and within our own organisation and will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, gender identity (including transgender), disability, nationality, national or ethnic origin,

religion or belief, marital / partnership or family status, caring responsibilities, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other factor.

As employers, we aim to treat all employees and job applicants equally and fairly and not unlawfully discriminate against them.

Benefits

- 25 days of annual leave, increasing to a maximum of 31 days with the numbers of years in the organisation (pro-rata for part time) plus bank holidays (pro-rata for part time)
- Hybrid working
- Flexible working options
- Employee Assistance Programme
- Contribution to pension scheme (5% employer, minimum 3% employee)
- Continuing personal development opportunities
- Enhanced maternity/adoption and paternity leave pay

How to apply

To apply for this role, click the 'quick apply' button on the CharityJob website and submit a copy of your CV with a covering letter of no more than two pages of A4, describing how you meet the requirements of the role and the criteria outlined in the person specification.

Included in your cover letter, you should give the names, positions, organisations and telephone contact numbers of two referees, one of whom should be your current/most recent employer. References will only be contacted once your express permission has been granted.

We ask that you complete the equality and diversity questionnaire. The information collected will be treated as confidential, used for statistical purposes only and will not be treated as part of your application.

We should also be grateful if you could let us know if you will require any special provision as a result of any disability should you be called for interview or when visiting the offices.

Please ensure that you have included mobile and home (if there is one) telephone numbers, as well as any dates when you will not be available or might have difficulty with the indicative timetable.

For informal chat or queries message, please send a message to raluca@llst.org.uk

Timetable

Closing date: 16th August 2026, 11:30pm (or until sufficient applications received)

Please note applications will be considered on a rolling basis and we may close for applications in advance of the above date if a suitable appointment is made.

The successful appointment is subject to satisfactory written references and right to work checks.

This job description does not form part of the Contract of Employment.