Duty Caseworker

Job Description and Person Specification

Reporting to:	Casework Manager
Salary:	£32,844.33 per annum
Location:	Hybrid working policy with a minimum of one/two days per week in our London office dependent on your location.
Contract:	Full time, Permanent
Closing date:	Monday 7 December 2026, 11.59am
Interviews:	10th to 15th December 2026

The benefits of working at Advocate

The opportunity to work for an organisation that is making a positive difference to access to justice, a friendly and supportive culture, and working with values-driven and highly engaged colleagues are just some of the reasons we think Advocate is a great place to work.

Our open-plan offices are located a 2-minute walk from St Paul's tube station. In addition, we offer the following benefits:

- 25 days' annual leave plus birthdays, Christmas closure and bank holidays
- 35-hour working week with flexible working possible
- 6% employer contribution and salary sacrifice pension scheme
- Strong commitment to ongoing staff development and training
- Medical cashback plan and employee assistance programme

Thank you for your interest in working at Advocate.

We are a national charity that matches people who need free legal help with barristers who are willing to donate their time and expertise for those who cannot obtain legal aid and cannot afford to pay. We believe that fair and equal access to justice is the foundation of our society, and the quality of your legal representation shouldn't depend on the depth of your pockets, but the merits of your case.

We are the only pro bono charity to provide access to legal assistance in all areas of law, in all courts and tribunals across England and Wales. We exist because committed barristers care about access to justice for everyone. We have been facilitating free legal help since 1996 and have grown into a thriving organisation, working with almost 4,500 volunteer barristers. Our staff team comprises 23 staff and we have 13 trustees on our Board, which is chaired by Sharif Shivji KC.

Job description

To provide flexible operational support across Advocate's casework service, maintaining continuity during leave, absence, vacancies, peaks in demand and other operational pressures. This role offers experience across all areas of law covered by Advocate, ensuring cases progress efficiently and to a high standard while supporting consistent practice.

The Duty Caseworker will support the full applicant journey, throughout all our casework areas, responding where operational need is greatest. We are looking for a supportive, flexible team player who thrives under pressure. The postholder will manage competing priorities, quickly familiarise themselves with cases, and maintain high standards of case management, record keeping and stakeholder communication.

Responsibilities

Casework Delivery

- Provide flexible casework and triage cover during leave, absence and periods of increased demand.
- Progress cases, correspondence and administrative tasks, maintaining accurate and up-to-date casework records and workflow trackers.
- Monitor shared and delegated inboxes and complete actions within required timescales.
- Ensure continuity of service for applicants, volunteers and referral partners during periods of cover.
- Provide additional capacity across Casework Team workflows and priorities as directed by the Casework Manager.

Service Development

- Use casework systems, databases and digital tools accurately and consistently for case progression, monitoring and record-keeping.
- Contribute to internal knowledge management by maintaining casework guidance, templates and shared resources.
- Support effective casework systems and processes, by reporting issues and practical improvement opportunities to management.
- Supporting new casework processes, systems and tools through training and adapting ways of working.

Stakeholder Engagement

- Act as a contact for volunteer barristers on covered cases, keeping them supported and engaged with Advocate's work.
- Build and maintaining positive relationships with volunteer barristers, clerks and chambers through day-to-day casework and case placements.
- Support effective referral pathways by liaising with solicitors, advice agencies and other frontline organisations on individual cases.
- Support external stakeholder engagement led by the Director of Casework and Casework Manager, including events, outreach and communications as appropriate.
- Supporting the Communications Coordinator to identify and report on cases suitable for internal and external publicity.

General

- Undertaking other responsibilities reasonably requested by the Advocate Management Team.
- Participating in training and cross-team initiatives to support the organisation.
- Contributing to a collaborative team culture by supporting colleagues and promoting consistent service standards.

Person specification

Qualifications - Experience of Court processes or a law qualification.

Essential

- Experience working in a legal, charitable, advice, public sector or other service-delivery environment, managing a varied caseload, workload or service area with competing priorities and deadlines.
- Experience maintaining accurate records, databases or case management systems.

- Experience communicating professionally with a range of stakeholders, including service users, volunteers or external partners.
- Experience working independently and exercising sound judgement within agreed procedures.
- Understanding of the importance of confidentiality, accuracy and professional boundaries when handling sensitive information.
- Proficient in the use of Microsoft 365 applications, including Outlook, Word, Excel and SharePoint, with the ability to manage correspondence, maintain records, organise information and support collaborative working through shared systems and resources.

Desirable

- Experience supporting volunteer-led services.
- Experience using CRM or case management systems such as Salesforce and Opus2.
- Understanding of the legal sector, specifically the Bar of England and Wales or court-based processes.
- Knowledge of the barriers faced by individuals seeking access to justice.

We recognise that candidates may not meet every requirement listed and encourage applications from individuals with transferable experience.

Equal opportunities statement

We are committed to building a diverse and inclusive workforce and actively encourage applications from underrepresented groups. If you require any reasonable adjustments during the recruitment process, please let us know and we will be happy to support you.

How to apply

Please submit your CV and cover letter outlining your relevant experience to *recruitment@weareadvocate.org.uk*

Recruitment timeline:

- Closing date – Monday 7 December 2026, 11:59am

We encourage you to highlight how your skills and experience align with the role. Please note that only candidates whose experience closely matches the requirements will be shortlisted. Due to the volume of applications we receive, we may not be able to provide individual feedback. However, all applicants will be notified of the outcome of their application