



Job Description

Job Title:		Peer Review Co-ordinator		Contract Type:	Permanent
Grade:	EO	Salary range (depending on location):		National: £25,827-27,170 London: £29,664-31,200	
Location:		National (with occasional travel to London)			
Directorate:		Peer Review Team, Contract Management & Assurance	Team:	Contract Management	
Working Pattern:		The post is supported by the MOJ flexible working policy and includes colleagues who work flexibly, remotely, part time or as part of a job share etc. If you are applying for a part time role, please note that in order to meet business demands we need cover for a minimum of 22.12 hours and to cover 3 days of the week.			
Reporting to:		Peer Review Team Leader			
Closing date for applications		27 th January 2023			

The Legal Aid Agency

We are an executive agency of the Ministry of Justice (MoJ). We provide civil and criminal legal aid and advice in England and Wales to help people deal with their legal problems.

Our people are at the heart of achieving excellence. Employing around 1,200 colleagues across England and Wales, we feel proud to have some of the best People Survey results in the Civil Service.

Our LAA commitment to Diversity and Inclusion

The LAA is committed to diversity and inclusion and we positively promote flexible working, including job shares.

We will consider all applications on merit regardless of age, disability, gender identity, sexual orientation, socio-economic background, religion, ethnicity, preferred working pattern and except for exceptional circumstances your working location.

As a Disability Confident organisation, we will offer a guaranteed interview to candidates with a disability who meet the essential criteria for this role. Under the Equality Act 2010 a disability is defined as a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities which has lasted, or is expected to last, at least 12 months.

If you are responding to a role within the Legal Aid Agency and would like to be considered under the guaranteed interview, please ensure that you attach the Disability Confident Scheme Form when you return your application. You can use the same form to let the recruiting manager know

of any reasonable adjustments you may require during the sift or later selection processes.



Contract Management and Assurance

Contract Management and Assurance (CMA) work closely with our provider base to ensure the smooth running of our contracts and assure the delivery of legal aid.

Peer Review Team

The Legal Aid Agency (LAA) procures legal aid for a range of clients from over 3000 firms of solicitors based across England and Wales. The LAA's Contract Management and Assurance team undertakes a range of activities to ensure that this funding is used correctly and appropriately.

As well as ensuring the payments made to legal aid providers for the work they perform are correct the LAA also has an extensive programme for monitoring the quality of legal aid advice which is provided to legal aid clients. This work, known as "Peer Review", consists of selected, trained legal aid providers reviewing samples of recently closed case files undertaken by other legal aid providers to assess the quality of the provider's work. Administering this exercise is a complex and demanding activity.

We are a small team, that consists of 4 Peer Review Co-Ordinators, 1 Peer Review Team Leader and 1 Peer Review and Provider Records Manager.

Job Summary

The key responsibilities will include:

- Prioritise peer review work and ensure that internal systems and records are fully up-to-date.
- Take ownership of the peer review internal process, promote best practice and suggest and implement improvements/efficiencies on workflow and processes.
- Respond to complex queries and complaints (verbally and in writing) from legal aid providers and other external and internal stakeholders about all aspects of the peer review process, in line with the LAA's complaints procedure.
- Take responsibility for meeting Peer Review targets of the team to ensure peer reviews are completed accurately and efficiently.
- Support and collaborate with rest of the Peer Review team and the wider Contract Management Assurance team.
- Able to analyse and highlight possible areas of concern following a peer review report to other departments in the LAA, such as the Fraud team or Contract Management.
- Share knowledge by contributing to the drafting of new guidance and SOPs.

Essential Knowledge, Experience and skills	
Desirable Knowledge, Experience and skills	<ul style="list-style-type: none">• Knowledge of the Peer Review process• Knowledge of PIMS
Person Specification	.

Assessment approach

Application Process

To apply complete an application based on the following behaviours:

- Delivering at Pace
- Managing a quality service
- Changing and improving
- Working together

When submitting an example of a behaviour remember to include the situation, what you did and why, and what was the outcome / result.

Please note that if we have a large number of applications we will do an initial sift on the **XXXXX** behaviour.

Interview / assessment Process

If you are successful through the application stage, you will be invited to an interview / assessment centre in person or via Microsoft Teams where you will be assessed against strengths and experience required by the role and the following behaviours:

- Delivering at Pace
- Managing a quality service
- Changing and improving
- Working together

Training

You will be provided with training on all relevant aspects of the role. The MOJ is committed to staff development and offers an extensive range of training and development opportunities.

Shortlisting is planned for week commencing 30/01/2023

Interviews are planned for early February

If you would like more information on this opportunity, please contact – [Charlotte Hillyard](mailto:charlotte.hillyard@justice.gov.uk):
charlotte.hillyard@justice.gov.uk

Complaints procedure

If you have any complaints about this recruitment activity, please share your concerns by emailing LAAPeopleTeam@justice.gov.uk initially. We aim to respond to any complaint within 10 working days.

If you are dissatisfied with our response, we will forward your complaint to the Civil Service Commission, an independent body, for review.