



Job Title:		Caseworker		Contract Type:		Permanent	
Grade :	AO	Salary range (depending on location):	National - £21,775 Please note that unless you are currently employed by the Civil Service and are earning more than the minimum above, if successful you will be offered the minimum for the grade depending on your location.				
Location:		Cardiff					
Directorate:		Case Management		Team :	Operational Delivery		
Working Pattern:		<p>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.</p> <p>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 21 hours and to cover 3 days of the week.</p> <p>There may also be a business need to cover full time working hours during initial training.</p>					
Reporting to:		Finance Team Manager					
Closing date for applications		26/05/2023					

The Legal Aid Agency

We are part of the Ministry of Justice (MoJ). We provide public funding for certain civil and criminal cases throughout England and Wales to help people with legal problems. Our people are at the heart of achieving excellence. We employ around 1,200 colleagues across England and Wales.

Case Management

The Case Management team is at the heart of the Agency, granting legal aid applications and paying bills. Our staff ensure that each year 600,000 new clients are able to access justice, and that legal aid lawyers are fairly paid.

Caseworker Key Responsibilities:

You will

- Assess applications for legal aid and claims for case payment.
- Correspond with customers in writing
- Use guidance and regulations to make accurate decisions
- Ensure your work meets performance targets.
- Ensure all data is processed accurately and securely.

Job Summary

Essential Knowledge, Experience and skills	<ul style="list-style-type: none">• Ability to work to deadlines• Ability to make decisions using evidence/information• Work well as part of a team• Ability to use computers and Microsoft 365• Effective written communication skills
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Assessment approach

Application Process
To apply complete the online application statement of suitability (maximum 500 words) detailing how you meet the essential criteria for the role.
Interview / assessment Process
You will be asked an experience question and 3 strength-based questions. More information can be found here .

Shortlisting is planned for week commencing 30/05/2023

Interviews are planned for week commencing 26/06/2023 and 03/07/2023

If you would like more information on this opportunity, please contact – Louise Guthrie
Louise.Guthrie@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.

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 indicate this in your application and let us know of any

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

