



WIG

The Whitehall & Industry Group
connecting the sectors



**LEGAL SERVICES
BOARD**



Member of the Legal Services Consumer Panel

Background

The Legal Services Consumer Panel is an independent statutory body established by the Legal Services Act 2007. The Panel's overarching role is to ensure that the interests of consumers are carefully considered by legal services regulators. As such, the Panel provides advice and challenge to the Legal Services Board and the other frontline regulators.

Duration: up to 4 years

Remuneration: £4,500 per annum

Time commitment: 15 days per annum

Location: Currently remote, The Rookery, 2 Dyott Street, London WC2A 1DE.

Closing date: Midday, Friday 21 May 2021

Interview Date: Monday 14 and Wednesday 16 June

The Panel also has its own strategy and work-programme which it publishes on its website.

Over the next three years the Panel will focus its efforts on the following issues: access to justice, transparency, effective monitoring and evaluation of regulatory policy, a coherent response to Covid19, law-tech, advice deserts.

The Panel will also respond to the work of regulators as necessary.

The Role

The Legal Services Consumer Panel is a central feature of a regulatory framework in England and Wales which is designed to transform the legal services market around the needs of its users. As a permanent, discrete champion for consumers it has an essential responsibility to ensure that regulators are able to consider and act on the user perspective.

The Panel was established by the Legal Services Board (LSB), the independent body responsible for overseeing the regulation of legal services in England and Wales, under the Legal Services Act 2007 and it exists to represent the interest of consumers in the regulation of legal services.

Appointments to the Panel are made by the LSB which is itself independent of Government and the legal profession.

Person specification

Essential criteria

It is essential that in your written application, you give examples of your proven experience against each of the following:

- an understanding of, and a deep-seated commitment to, promoting and protecting the interests of consumers and the wider community;
- an understanding of diversity and the application of equal opportunities working in practice;
- the ability to listen and challenge in a constructive manner, providing an objective and independent point of view;
- the ability to work as part of a team, working collaboratively and co-operatively, a highly developed ability to take account of different perspectives as part of a collegiate decision-making process and to take responsibility for decisions made;

- some knowledge of tech, including but not limited to LawTech, FinTech and/ or RegTech and impacts of digitisation on legal services;
- excellent communication and influencing skills.

Desirable criteria

- experience of issues affecting legal services users in Wales;
- regulatory understanding, including knowledge of front-line regulation from other regulated industries;
- consumer policy development and analysis;
- community engagement.

Terms

The appointment will be for a period of up to four years. Appointment terms are staggered to ensure continuity.

Remuneration and Time Commitment

- An annual fee of £4,500 will be paid for a time commitment of 15 days a year;
- Remuneration is taxable under Schedule E and subject to Class I National Insurance contributions. It is not pensionable;
- Those appointed will be eligible for travel and subsistence costs necessarily incurred on Consumer Panel business at rates set centrally by the LSB.

Conflict of Interests

Successful candidates must ensure that during the period of their tenure they are committed to and conduct themselves in accordance with the seven principles of public life. They must not, in any capacity, engage in any activity that might undermine, or be reasonably thought to undermine their independence and impartiality. They must not undertake any tasks or activity that may in any way limit their ability to discharge his/her duties in full.

More generally, there are five issues most frequently encountered that could lead to real or apparent conflicts of interest:

- Financial interests or share ownership – for example, holding shares in a firm that is considering applying or has licensed body status in relation to an alternative business structure (ABS) could be a particular area of concern.
- Expertise or activity in particular areas, that whilst not precluding appointment may be perceived by the public as a conflict of interest – for example, it is especially important that associations with legal firms are explored fully.
- Membership of some societies or organisations – for example, dealings with the legal and financial sectors will need to be explored fully.
- Rewards for past or future contributions or favours.
- The activities, associations and employment of relatives or partners.

Successful candidates are required to declare any interest that may present an actual or perceived conflict of interest prior to appointment. They are also required to declare any actual or perceived conflict of interest during the term of appointment if appropriate. Successful candidates must conduct their private affairs in a way that minimises the possibility of conflict or embarrassment.

The LSB and Consumer Panel are committed to the principle of public appointments on merit with independent assessments, openness and transparency of process. We are also committed to providing equal opportunities for all, irrespective of race, age, disability, gender, marital status, religion, sexual orientation, transgender and working patterns.

Location

Panel meetings are currently being held remotely. When it is possible to do so, meetings will be held at the Legal Services Board's offices at The Rookery, 2 Dyott Street, London WC2A 1DE.

Selection panel

The appointment advisory panel will be chaired by Jemima Coleman, a non-lay member of the LSB Board, accompanied by the current Chair of the Consumer Panel, Sarah Chambers, and an independent member, Keith Richards.

Application Process

Your application must include:

- A copy of your CV
- A statement of suitability (maximum 2 pages) explaining how you meet the qualities required of a Panel member
- Please include the names and contact details of two referees. Please note referees will be contacted if you are shortlisted for interview. We will seek your permission prior to approaching referees.
- Please ensure you have also completed and submitted the equal opportunities monitoring form, as it appears on the website. The information you provide will be treated as confidential, and used for statistical purposes only. The form will not be treated as part of your application. This can be found via WIG's website: <https://www.wig.co.uk/career-opportunities/career-listing.html>

If you wish to discuss the role, please contact Paige Torrance, Talent Manager at WIG on 0207 222 1166 or via talent@wig.co.uk

The closing date for applications is **Midday, Friday 21 May 2021**.. All applications should be submitted via the WIG website (<https://www.wig.co.uk/career-opportunities/career-listing.html>) or emailed to talent@wig.co.uk

After the closing date, the appointment panel shall compile a shortlist, assessing candidates' suitability for the role based on evidence provided in the CV and supporting statement.

Final panel interviews will be held on **Monday 14 and Wednesday 16 June 2021**.