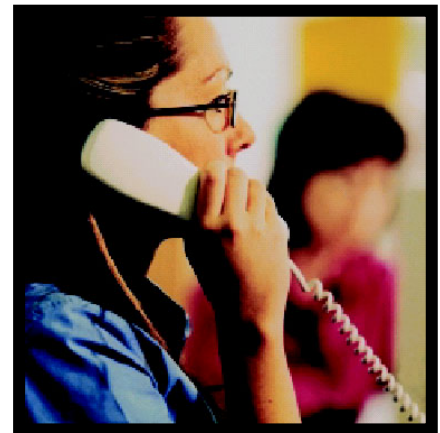


**"The training
given is
thorough"**

**"Everyone
works
together"**

**"My team
was there if
I ever
needed any
help"**



We're great
at supporting people



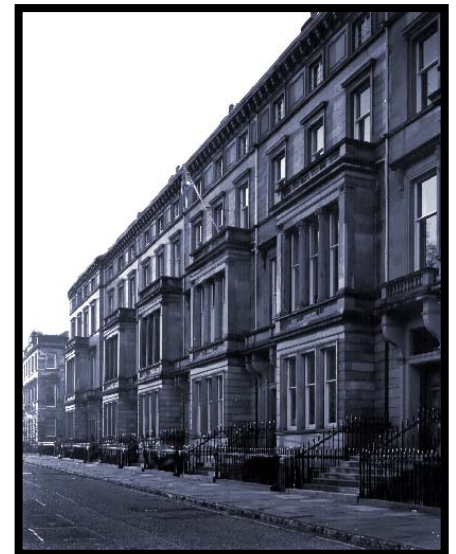
At the Scottish Legal Aid Board our commitment to supporting people goes beyond ensuring the smooth and successful administration of our legal aid system. It also means we're committed to providing a great working environment for our staff. Whether you want to move up within the organisation, or perfect a chosen role, with us you'll have all the support you need to achieve what you want.

We recognise that our employees are the key to our success. Therefore it is important both for us, and potential employees, that we take time to recruit the best people possible. These are people who are capable of responding to the challenges that will be placed upon them now and in the future.

Our staff are vital to the thousands of people whose lives we touch everyday. We are looking for people to join us to deliver our key public service. This information booklet tells you more about what we do, what it's like to work with us, what we can offer you, the type of positions we may have available, what you can expect from our recruitment process and most importantly, how to apply.

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The Board's offices in Drumsheugh Gardens are in the west end of Edinburgh

About us



The Scottish Legal Aid Board was set up in 1987 to manage legal aid in Scotland. We are a non-departmental public body responsible to Scottish Ministers through the Scottish Executive.

The Board is situated in Edinburgh and employs around 330 full-time staff. Fourteen Board members, appointed by Scottish Ministers, oversee the work. To provide a balanced range of knowledge and experience, they include people from the wider community as well as solicitors and advocates.

What is legal aid?

Legal aid allows people who would not be able to afford it to get help for their legal problems. If someone qualifies, legal aid will pay for their solicitor to give them legal advice and sometimes to put their case in court – this is called representation”.

- **civil legal assistance** helps people to get legal advice and representation in civil cases
- **criminal legal assistance** helps people who have been or may be charged with a criminal offence to get legal advice and representation
- **children’s legal assistance** involves matters under the Children (Scotland) Act 1995 to ensure children are protected and supervised, and appeals against

decisions of children’s hearings.

Within legal assistance there are two kinds of help:

- **advice and assistance**, which allows a solicitor to give them advice and some other help such as writing letters and negotiating with other people involved in the case. There are some circumstances where this can include representation in court under a scheme called ABWOR (assistance by way of representation).
- **legal aid**, which allows the solicitor to take the case to court.

People who are granted civil legal aid or advice and assistance may have to pay something towards the cost, through either paying contributions: in civil cases, the Board determines the amount payable; for advice and assistance, solicitors apply contribution levels set down in legislation, paying some or all of their own costs from any money or property that they receive or manage to keep as a result of their case (often known as “clawback”).

If the legally aided person is successful in his or her case, the opponent in the case may be required by the court to pay the costs.

Our work includes:

- advising Scottish Ministers on how legal aid is working, and ways to develop it
- managing the Legal Aid Fund
- deciding whether to grant applications for legal aid
- deciding sanction applications for the use of counsel, experts, or high or unusual expenditure in legally aided cases or applications for increases in authorised expenditure in advice and assistance
- examining solicitors’ and advocates’ accounts for legal aid work, and paying them for the work they have done
- deciding what people have to pay towards the cost of legal assistance and dealing with all collections, refunds and queries
- registering firms and solicitors under the Board’s Code of Practice in relation to criminal legal assistance and monitoring their continuing compliance
- registering firms for civil legal assistance, monitoring each firm’s administrative arrangements, and funding quality assurance which is operated by the Law Society of Scotland
- investigating and tackling abuse of legal aid
- exploring, for example by running pilot schemes, different ways of delivering a legal aid service.

What it's like to work with us

It can be demanding. It's often exciting. It's always surprising.



The Scottish Legal Aid Board is a place for innovation and ideas, for people who enjoy the buzz of working in a dynamic environment serving the customer. We have high expectations of our staff. We seek people of the highest calibre. But in return we set out to provide good training and development, opportunities, working conditions and rewards. We aim to be an “employer of choice.”

Our people are important to us – they are the Board, and as you look further into our organisation you will discover, no matter what your job or level of responsibilities, you are treated as an individual with fairness, dignity and respect.

The Board also recognises that there needs to be a balance between work and life and we have practices in place to ensure that balance is met. Our innovative flexible working arrangements allow every team within the Board to agree flexible working solutions to suit their own type of work, team size and personal requirements within extended office opening hours. We won the Working Families ‘Scottish Employer of the Year Award’ 2005, sponsored by Lloyds TSB.

We believe that our reward package offers competitive starting salaries and importantly, real pay progression providing your performance is good thereafter. You will move up your pay band to the maximum, knowing how long it will take you to get there and what you will get paid. In addition there is a bonus for the achievement of higher performance.

We are a fair and just employer committed to equal

opportunities. We value the differences between people, seeing them as individuals, and in that way, the talents you bring to the Board are recognised and used. Learning and development are given a high priority. We are committed to developing your potential so you can give your best. . Whatever you need to do your job well and progress, we provide. This may be on-job training or other development. We have a Learndirect Scotland branded learning centre on site which offers our employees free access to over 500 e-learning courses for either work-related or personal development.

Above all, we listen to what our staff are saying through staff opinion surveys. These give us feedback on how our staff see us as an employer and look at issues such as management style and the effectiveness of communications.

The Board is currently working to improve on certain issues identified, such as improving internal communication, explaining change and our new initiatives more. Our efforts are part of our philosophy that people matter at the Board and that is why we strive to be a good employer.

The Board is keen to continuously improve the service provided to our customers. Suggesting ideas and using initiative to improve what we do is positively encouraged and rewarded. “Bright Ideas” our staff suggestion scheme, is one way ideas come forward, with the opportunity for staff to receive a financial reward and recognition for doing so.

What makes us different?

We need and value staff who are committed to helping us to achieve our objectives. We aim to provide an environment in which staff are encouraged to develop, so that they and the Board benefit from their employment. We want staff who will take advantage of that environment and provide the best possible service to our external customers and to each other.

We're great at supporting people. Team working lets us deliver a better service.

- We are a flexible organisation. This allows us to focus on our customers' needs.
- We embrace change. Why accept things just because others say it has to be done that way?
- We strive to achieve. This drive makes us sharp and accountable. What we do as both individuals and together needs to make a difference.
- We are fair and open with our staff, encouraging them to be receptive to new ideas and actively seek opportunities to introduce change.
- Opportunities for personal and professional development help everyone to make the most of their time and abilities so they can deliver their personal best. Formal development and work related opportunities are on the agenda. People work together to achieve the best results and this co-operation helps us meet the highest standards possible.

Our staff:

- take pride in delivering a valuable and efficient service
- consistently maintain a high level of achievement
- display energy, ability and commitment
- contribute new ideas and improvements
- are open in how they communicate and deal with their colleagues.

People matter at the Board. That's what makes us different.

What our staff say

"My training was well organised and ran smoothly" - Mailroom Assistant, Facilities Department

"Everyone pulls together as a team and helps other members if they are busy" - Assessment Officer, Accounts Department

"My team was very friendly and there if I ever needed any help." - Administrative Assistant, Advice and Assistance

"Good team effort – everyone works together." - Administrative Assistant, Facilities

"The training given is thorough" – Assessment Officer, Civil Applications

"I was given weekly training sessions on individual topics" - Assessment Officer, Means Assessment

"Everyone pulls together" – Assessment Officer, Accounts Assessment

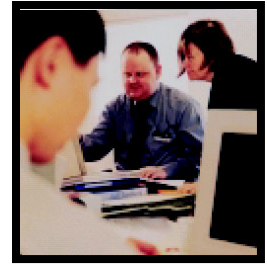
Develop your career with us

The opportunities to develop your career at the Board are amongst the best:

We believe in investing heavily in our people – we spend thousands of pounds a year on training and development.

We have created an environment that allows you to develop new skills, try new ideas and aim for new goals – to develop yourself, as well as your career. How your career develops is largely down to you, your attitude and skills. We will, however, support you at every stage, providing the relevant training, helping you identify development opportunities and encourage you to develop your career to its maximum potential. You can expect a range of training and development opportunities.

Learning and development for your and our future



The Board is committed to learning and the development of all our employees. Since 1998 we have been recognised as an Investor in People against the national standard. Since 2006 our learning centre has been recognised by Learndirect Scotland for meeting their quality standards and promoting lifelong learning.

We continue to achieve outstanding results through our people. It goes without saying that our employees need to be exceptional. Ability, innovation and initiative are highly valued. We also expect each individual to make a significant contribution to our business.

In return we work hard at being a good employer. We invest heavily in the development of our people to allow them to achieve and deliver their full potential – to be the best.

We firmly believe that everyone must be trained to carry out their job. We need the right people in the right jobs with the right skills at the right time. We encourage everyone to take responsibility for their development but are committed to supporting them to do this.

We recognise that people learn in different ways, so we try to provide as many different types of learning options as possible.

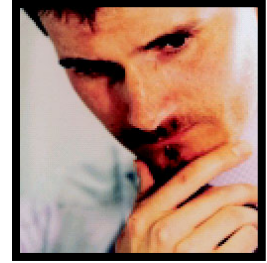
Our in-house Learning Centre provides free access to over 500 e-learning courses. The wide range of skills development materials and resources will let you enhance your skills to benefit both your work and personal work objectives. It can also allow you to learn, in your own time, just for fun or personal interest.

We recognise that the investment made at the early stages of your career with us will help you to quickly become confident in your ability to perform your job to a competent level. We have a detailed corporate induction programme in addition to the on-job training you will receive within your team.

A full and comprehensive training programme is provided to cover all technical aspects of the job. For the Assessment Officer role for example, the initial intensive training stage can last up to 12 weeks. Thereafter ongoing development will continue for up to six months while carrying out the role. During this time, you are given additional support and training, as required.

Whatever your role and throughout your career you will work with your line manager to identify your personal development needs. You will also receive any training you require to fulfil the requirements of your job.

Benefits of working for the Board



What we can offer you

We offer you a competitive and comprehensive rewards and benefits package, including:

- competitive salaries that are set by taking account of the labour market and specific skills, experience and abilities relating to the role
- good salary progression with an annual salary review linked to performance through our appraisal and interim review system
- bonuses for high achievement
- 35 hour working week for full time staff
- flexibility of working hours to accommodate your needs as well as those of our business
- 25 days paid annual leave and 8 public holidays
- contributory pension scheme (6% of basic salary) for those on contracts of six months or more
- sick pay benefit scheme if you are off work due to illness
- interest free annual travel ticket loan

A great place to work

We offer a good working environment in pleasant offices in Drumsheugh Gardens in the west end of Edinburgh:

- commitment to equality of opportunity in a friendly and supportive working environment
- west end office location with excellent public transport links and easy access to shopping
- free access to e-learning for work or personal interest
- sports and social club which runs friendly and enjoyable events throughout the year and which has access to discounted health club membership



Work hard, play hard

It's not all work at the Board. We recognise the need to balance the demands of a worthwhile job, with your life outside work. One of the ways of managing that balance is ensuring we have suitable arrangements for time off in place. These include:

- generous annual holiday entitlement
- time-off for emergencies and special occasions
- time-off for commitments outside work such as public service
- access to team-based flexible working

Family-friendly policies

For most people the most important life-changing event they face is the birth or adoption of a child. The Board recognises this and has a comprehensive parental leave policy which is often more than the statutory requirements including:

- the ability to have 52 weeks maternity leave
- adoption leave, that compares favourably with maternity leave
- paid paternity leave
- 13 weeks parental leave

Investing in your future

As you will have read in our section on learning and development, because we value you as an employee, we will invest in your future. Some of the opportunities for development we will provide when you start are:

- comprehensive induction training on joining, to make sure you are confident about getting started in your new job
- structured on the job training, carried out by experienced staff
- regular feedback at early stages of your employment that continues throughout your career
- Our commitment to you continues throughout your career with us:
- regular performance appraisals from your manager which help in the identification of your personal development needs
- on-the-job training in the skills needed to carry out your job
- opportunities to attend relevant training courses and to obtain externally recognised qualifications
- access to comprehensive catalogue of e-learning courses.

Come and work for us



Interested in working for the Scottish Legal Aid Board?

At the Scottish Legal Aid Board we're committed to continually improving the quality and effectiveness of the Scottish legal aid system. Our work impacts on everyone – from clients, to the legal profession, to the public as a whole.

Apply on-spec

If there are no current vacancies or none that are suitable, you can still note your interest in working with us by sending a speculative application. We will consider your details and match them to any suitable vacancies that arise, but unfortunately we are only able to hold your details on file for three months. However this does not prevent you from applying for any future vacancies you see advertised with us.

The majority of our staff are employed within departments that handle applications and accounts. These are the key operational areas and have positions including Administrative Assistants, Assessment Officers, Team Leader and Managers. The Board's recruitment policy is to promote internally where this is possible, thus creating opportunities for our existing staff. Therefore, promoted positions are normally advertised internally in the first instance. However this often creates external job opportunities at our Administrative Assistant and Assessment Officer levels. As well as advertising these vacancies on our website, we normally advertise through a number of external sources including local press, recruitment web sites, employment services and career development centres.

Go to page 10 for the job description of Administrative Assistant

Go to page 13 for the job description of Assessment Officer

From time to time, job opportunities become available within our support and specialist areas including Audit, Compliance & Quality Assurance, Communications, Facilities, Information Systems, Legal Services, Human Resources, Policy & Development and Purchasing & Supply.

If you don't have a particular position or area of work in mind, we will assess your application against the vacancies that best suit your experience, qualifications and skills. If your application matches the vacancy criteria and is short listed, you will be contacted by a member of our Human Resources department to establish your interest. Your application will then be progressed to the next stage in our recruitment process.

Job description – Administrative Assistant

JOB TITLE: Administrative Assistant

RESPONSIBLE TO: Team Leader

ESSENTIAL PURPOSE OF JOB

To provide an efficient and effective administrative service to a team, enabling the processing of work to be achieved within prescribed timescales.

JOB ACCOUNTABILITIES

To collect, sort and link incoming mail so items are prepared for registering on computer.

To register documents on computer and update information when necessary, ensuring that prescribed timescales are met.

To conduct specific duties of a clerical nature, to progress the work of the team.

To maintain efficient and effective file control systems, so that information may be retrieved whenever possible.

JOB DUTIES (will include some of the following)

Collect incoming mail for the team, sort and distribute as prioritised by senior team member.

Link mail to files, if required, following check of computer records.

Ensure documents are correctly completed, using a checklist.

Return incomplete forms to senders following established procedures.

Register individual details of documents on computer.

Update computer as required, to record current status and location of files.

Check printouts of material against case files and amend information on computer, if required.

Produce computer generated correspondence as required.

Collate and check computer generated correspondence and link it to files for appropriate attention.

Maintain file control systems for current, outstanding and completed cases.

Conduct specific file and microfilm searches, copying information as required.

Prepare and submit requisitions for files from appropriate departments.

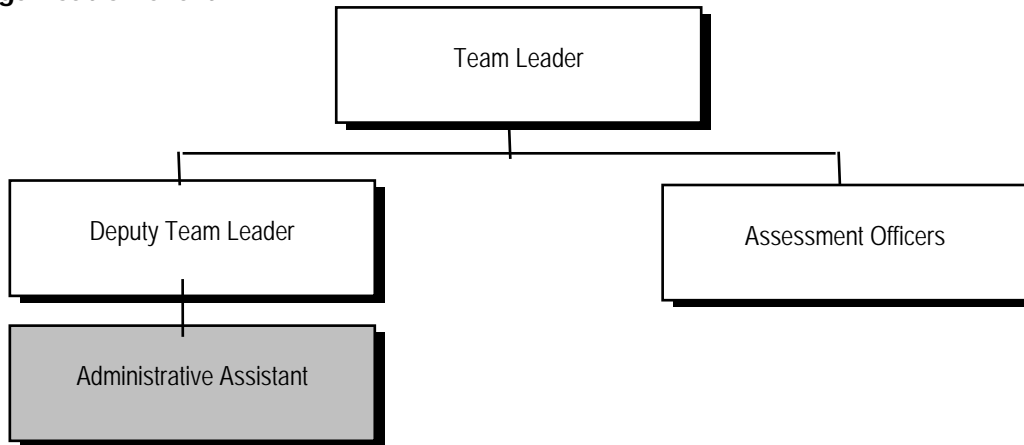
Telephone solicitors or legal aid applicants as appropriate to obtain or provide information as instructed.

Prepare stationery order for team and check order when it arrives.

Refer complex or problematic cases to Team Leader as appropriate.

ORGANISATION

(a) Organisation chart



(b) Subordinates

Not applicable.

(c) Superiors

Liaise regularly with Deputy Team Leader on day-to-day work issues and with Team Leader, if necessary on personal and more formal matters.

(d) Other Contacts

(i) Within the Board

Frequent contact with the Central Filing Unit and other processing Operations Departments.

(ii) Outside the Board

Occasional contact with solicitors or applicants for legal aid by telephone.

QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

Educated to 'O' or Standard grade or equivalent (level 1-3 passes) in at least three subjects including English and Maths.

Good computer data-inputting skills.

Good oral communication skills.

PERSONAL CHARACTERISTICS

Good interpersonal skills.

Ability to work accurately, meeting deadlines.

Ability to work within a team.

Ability to prioritise workload and use common sense.

Good attention to detail.

REMUNERATION

Salary & Grade:

Grade 1			
	% Increase	Salary (£) w.e.f 01/08/06	Time to progress
Band Min		11910	
	6.50%	12690	1 year
	5.00%	13340	2 years
Band Max	4.00%	13870	3 years

Starting salary will normally be £11,910, the bottom of the pay band, unless your experience and skills or knowledge is exceptional. Providing your performance is good you will progress to the top of the pay band within 3-4 years. Please note though that your salary will only be progressed up the pay band after 31 July 2007 subject to the Board reaching agreement with the Union on the next pay deal effective from 1 August 2007.

Bonus: An annual bonus is available for higher performance.

Pension: We have a 6% contributory scheme, the terms of which are in line with public service pension schemes, for those on permanent or fixed term contracts greater than six months.

Holidays: Annual entitlement will start at 25 days, plus 8 public holidays.

Contract: Permanent (probationary for six months) or fixed term – please specify which type of contract you would be interested in your application, or indicate whether you would like to be considered for both.

Job description – Assessment Officer

JOB TITLE: Assessment Officer

RESPONSIBLE TO: Team Leader

ESSENTIAL PURPOSE OF THE JOB

To assess and process either civil or criminal legal aid applications or solicitors' accounts in accordance with appropriate legislation and within prescribed timescales.

JOB ACCOUNTABILITIES

To assess applications or process solicitors accounts by determining eligibility to receive legal aid or payment for accounts, in accordance with legislative criteria.

To identify action required in progressing legal aid applications or accounts, and take appropriate steps, so that relevant policies and procedures are met.

To organise allocated workload, ensuring that priority and outstanding cases are processed timeously.

To communicate with applicants, solicitors and other external bodies, enabling maximised solution of problems.

JOB DUTIES

Organise own workload as determined by incoming mail and caseload to meet departmental targets.

Ensure applications or accounts are correctly completed, using established procedures and return incomplete documentation to solicitors.

Conduct assessments on applications and accounts, applying appropriate legislation and procedures, to determine applicants' financial eligibility to receive legal aid.

Check information submitted with accounts and cases and request additional information as required.

Process cases requiring priority attention timeously.

Update computer to record progress of applications, accounts and decisions taken, within prescribed limits of authority.

Issue decision letters and legal aid certificates if appropriate, as generated by computer.

Refer complex or problematic cases outwith limits of authority upwards, as appropriate. Progress cases, which are returned with a decision following referral.

Maintain 'bring forward' control system of outstanding cases, ensuring that required information is received timeously.

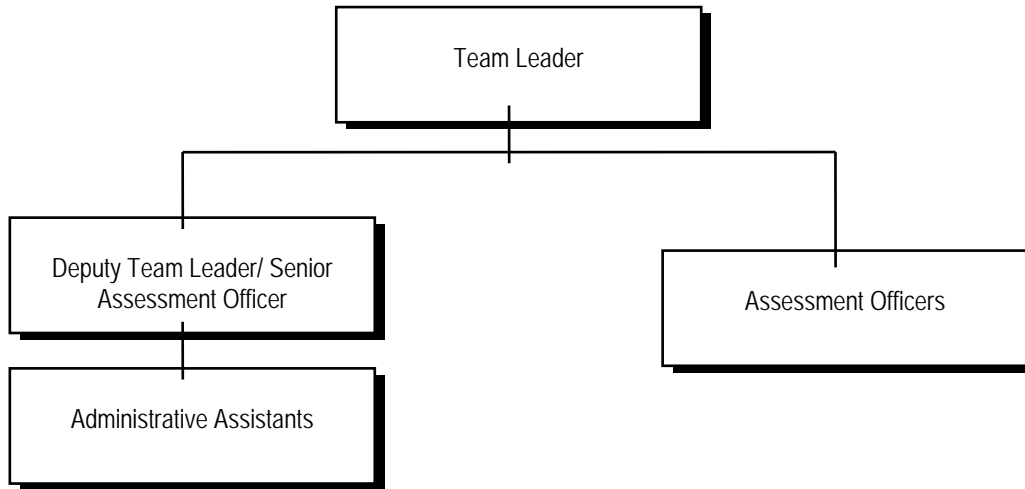
Communicate as required with solicitors and applicants to request and provide information relating to cases and accounts.

Ensure knowledge of all legislative and procedural guidelines relevant to the operation of the post is comprehensively updated as required.

Handle queries from less experienced Assessment Officers within limits of authority and refer upwards if necessary.

ORGANISATION

(a) Organisation Chart



(b) Subordinates

Daily contact with administrative staff on an informal advisory basis.

(c) Superior(s)

Informal contact with Deputy Team Leader and Team Leader to discuss queries on day-to-day basis. Attend informal weekly team meetings and monthly team briefing sessions.

(d) Other Contacts

(i) *Within the Board*

Occasional contact with Board solicitors and staff from other departments.

(ii) *Outside the Board*

Frequent contact by telephone with solicitors and applicants and occasional face-to-face contact with applicants.

QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

Minimum of 1 year administrative and customer service experience, preferably in a legal or office environment.

Educated to at least 'O' or Standard grade or equivalent (level 1-3 passes) in five subjects including English and Mathematics or Arithmetic.

Basic keyboard / computer skills.

Sound oral and written communication skills.

PERSONAL CHARACTERISTICS

Ability to deal with high volumes of work and produce accurate output.

Have an organised and methodical approach to work.

Ability to apply common sense in decision making.

Ability to work within a team with minimum supervision.

Be flexible, adaptable and have an eye for detail.

REMUNERATION

Salary and Grade:

Grade 2	% Increase	Salary w.e.f. 01/8/04	Time to progress
Band Min		13670	
	6.50%	14550	1 year
	5.00%	15280	2 years
	4.00%	15910	3 years
Band Max	3.50%	16470	4 years

Starting salary will normally be £13,670, the bottom of the pay band, unless your experience and skills or knowledge is exceptional. Providing your performance is good you will progress to the top of the pay band within 4-5 years. Please note though that your salary will only be progressed up the pay band after 31 July 2007 subject to the Board reaching agreement with the Union on the next pay deal effective from 1 August 2007

Bonus: A bonus is available for higher performance.

Pension: A 6% contributory scheme is in operation, the terms of which are in line with public service pension schemes, for those on permanent or fixed term contracts greater than six months.

Holidays: Annual entitlement will start at 25 days, plus 8 public holidays.

Contract: Permanent (probationary for six months) or fixed term – please specify which type of contract you would be interested in your application, or indicate whether you would like to be considered for both.

How to apply

Now you know about what we do, how we work and what opportunities we have for people to come and join us. We want to hear from you if you want to experience personal satisfaction in an environment where no two days are the same.

You can apply for a current vacancy, or if none of our current vacancies are suitable you can apply on-spec. A pack includes the following: Application forms, Equal Opportunities form and Request for Part-time hours form

You should:

- complete all sections of the form
- print clearly in dark ink, as we may have to photocopy your application
- include a contact daytime telephone number where possible
- detail your qualifications, including grade and level of result
- give details of your employment history, including a short description of your main duties
- give details of the notice you need to give your current employer and your current or last salary
- give full details of the reasons you are applying including why you think you are a suitable candidate. You should base your reasons on the requirements set out for the job in the description of the role. Please continue on a separate sheet if you wish.

- give details of two referees. One should be your present or most recent employer, the other an academic (school, college, university) or other employment reference
- please remember to sign and date your application

You should also complete our Equal Opportunities Monitoring Form.

Please note that canvassing support of Board staff by an applicant (*or by Board staff on behalf of an applicant*) is expressly forbidden to avoid some candidates receiving an unfair advantage.

You should return your application to:

recruitment@slab.org.uk

OR

Scott Elliot
HR Administrator
Scottish Legal Aid Board
44 Drumsheugh Gardens
Edinburgh EH3 7SW

Should you have any questions, call Scott, on **0131 240 2027**

You can find out more about the Scottish Legal Aid Board from our website, www.slab.org.uk

Our recruitment process

When you send us your application we will respond within ten working days of the closing date.

We will match your application against the selection criteria for our vacant posts.

Where your application is successful it will progress to the next stage:

- you may be invited to attend a first interview - this will usually be with a manager or supervisor in the relevant department and a member of our Human Resources department
- for some posts we may need to establish your skill levels or your verbal or numerical aptitude - this may be done by tests
- we may invite you to attend a second interview for some posts
- we will always inform you as soon as possible of the outcome of this process. We hope that you will find our interviewers are friendly and interested in what you have to say.

Whatever the result of your application, you will hear from us by letter or telephone.

Equal opportunities for a diverse workforce

The Board's equal opportunities policy is:

1. The Scottish Legal Aid Board (the "Board") is committed to equality of opportunity in employment both in principle and in practice. We will ensure that no job applicant or employee receives less favourable treatment, either directly or indirectly, on grounds of, race, ethnicity, disability, gender, marital status, sexuality, age or religion.

2. All those representing or carrying out work on behalf of the Board must commit themselves to the principles and practice of equality of opportunity in the application of our policies and delivery of our service to clients. This commitment may include taking positive action, where required.
3. We recognise that our service will be best delivered by a workforce that reflects the diversity of our communities. It is necessary therefore that we strive to ensure that this diversity be reflected throughout our workforce.
4. We recognise that individuals from minority groups may experience discrimination in society. Equal opportunity principles will be reflected in all Board policies and we will develop procedures and guidelines so that employees adhere to these policies
5. Applying equality of opportunity is the responsibility of all those within the Scottish Legal Aid Board, including managers, staff, committees and any other individual contracted to represent the Board.

It is recognised, however, that those working at management level and above have a specific duty to set the required standards and ensure those standards are met. Employees and contractors have a specific duty under the terms of their contracts to comply with the standards set.

6. This policy and practices will be regularly monitored and evaluated to ensure effectiveness.

Supplementary Guidance For Employees - Disability

We understand that many employees do not declare disability because of possible discrimination against them by employers. The Scottish Legal Aid Board has a positive policy on the employment of people with disabilities.

The Disability Discrimination Act 1995 (DDA) made it unlawful for an employer to discriminate against a disabled person in the field of employment. The Act also ended the formal status of the 'registered disabled person'. Any declaration now is based upon the principle of self-declaration, meaning that each individual must decide for themselves whether or not they are disabled using the definition provided within the DDA:

*"A **physical or mental impairment** which has a **substantial and long-term adverse effect** upon a person's ability to carry out **normal day-to-day activities**."*

Physical Impairment: this includes a weakening of a part of the body caused through illness, by accident or from birth – e.g. a hearing, speech, visual or mobility impairment, reduced physical capacity, or physical co-ordination difficulties.

Mental Impairment: this includes mental illnesses and what is commonly known as a learning difficulty – e.g. schizophrenia, severe phobias and reading or writing difficulties.

Substantial: put simply, this means that the effect of the physical or mental impairment on the person's

ability to carry out normal day-to-day activities is more than minor or trivial.

Long-term adverse effect: the effect has to have lasted, or is likely to last, overall for at least 12 months and the effect must be a detrimental one.

Normal day-to-day activities: this means activities that are carried out by most people on a fairly regular basis. Therefore an impairment can be seen to affect a person's ability to carry out normal day-to-day activities if it affects their ability in areas such as mobility; manual dexterity; physical co-ordination; continence; ability to lift, carry or move everyday items; speech, hearing or eyesight; memory or the ability to concentrate, learn or understand; or the perception of risk or danger.

[Note – an impairment is only regarded as a disability when it has both a substantial **AND** long-term adverse effect upon normal day-to-day activities. An impairment which only has a substantial **OR** long-term effect is not regarded as a disability.]

If you have a disability you will not be asked about this at interview. If you are successful, an offer will be made on the condition that all the requirements to accommodate your disability can be met by the Scottish Legal Aid Board. You will be invited to see the working environment and discuss any possible adaptation with the Line manager and Personnel Manager.



Scottish Legal Aid Board
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Pack issued November 06