

National Casework Officer

Location: Remote (with travel as required)

Salary: £35,000 – £42,000 (DOE, with performance bonus)

Contract: Full time (part-time considered for an exceptional candidate)

The deadline for applications is **12pm Monday 28th April**.

About Edapt

Edapt is the leading alternative to traditional teaching unions in England and Wales. We are an independent, apolitical organisation providing high-quality employment support and legal protection to thousands of teachers, headteachers, support staff and school leaders. We're fast-growing, innovative, and committed to safeguarding the wellbeing and careers of education professionals across the sector.

Whilst we recognise the important role that teaching unions play it is important to note that we are not a trade union and do not engage in campaigning activities within education or beyond. It is this independence and apolitical stance that our members tell us is the main reason they join Edapt. This approach allows us to specialise our support and focus on the individual in a way that other organisations may find difficult because of their broader aims. We believe that school staff should be free to join teaching unions if they wish to but that they should also have an opportunity to be supported and protected without having to join a campaigning organisation.

About the Role

This is an exciting opportunity to become a key part of our casework team. You'll provide day-to-day support to Edapt subscribers, offering practical advice, managing cases, and working closely with our expert legal team. You'll have autonomy, responsibility, and the chance to contribute strategically to the organisation's growth.

We're looking for someone who's proactive, compassionate, and confident handling complex and sensitive issues. Whether you have a background in education, law, HR, or membership services, we're more interested in your judgement, people skills, and ability to get results for the professionals we support.

Key Responsibilities

Casework & Subscriber Support

- Deliver responsive, high-quality advice and support to subscribers via phone, email and video calls.
- Manage a varied caseload, including disciplinary, grievance and capability matters.
- Accompany subscribers (remotely or in person) to meetings and hearings, as appropriate.
- Draft statements, prepare documentation, and liaise with schools and other parties.
- Collaborate with our legal team on more complex or contentious cases.
- Analyse casework trends and contribute to organisational learning and strategy.
- Maintain accurate, timely records using our casework management systems.

Content & Communications

- Produce guidance articles and written content to help subscribers navigate employment issues (e.g. maternity rights, dismissal processes, pay disputes).
- Contribute to our online communications, including social media, newsletters and blogs.
- Attend sector events, conferences and subscriber engagement activities.

Internal Development

- Help improve our internal casework systems and policies.
- Contribute to training and mentoring of future team members.
- Support our strategy to increase online reviews and subscriber feedback.

What We're Looking For

We're looking for someone who is proactive, empathetic, and committed to delivering high-quality support to education professionals. Whether your background is in law, education, HR, or advocacy, you'll need excellent judgement, strong interpersonal skills, and the confidence to handle sensitive and complex situations.

Knowledge

We're particularly interested in candidates who can demonstrate:

- A strong understanding of UK employment law, especially as it relates to the education sector.
- Knowledge of school systems and education policy in England and Wales, or a proven ability to learn quickly in this area.
- Awareness of the professional pressures faced by teachers, school leaders and support staff
- An appreciation of the role of industrial relations in schools and an understanding of the difference Edapt provides through its independent, apolitical approach.

Skills

You will need to show:

- Excellent written and verbal communication, with the ability to provide clear, accurate and sensitive advice.
- Strong organisational and time-management skills, managing a varied caseload, often under pressure.
- Sound judgement and discretion when dealing with confidential or high-stakes matters.
- Confidence working remotely and autonomously, while staying connected with a supportive team.
- The ability to analyse trends in casework and contribute to wider strategic thinking.

Desirable (but not essential)

- Experience working within or alongside schools (e.g. as a teacher, pastoral lead, DSL, or in governance).
- Experience providing individual advocacy or employment support e.g supporting others through formal meetings such as disciplinary or grievance processes.
- Familiarity with marketing or engagement tools (e.g. Google Ads, Trustpilot, feedback platforms).
- Strong digital literacy, including experience with case management or CRM platforms (e.g. Zendesk, Intercom).
- Training in mental health first aid or equivalent.
- A full UK driving licence and willingness to travel occasionally.

Why Join Edapt?

As part of our small but ambitious team, you'll have the autonomy to shape your role, work to your strengths, and make a real impact on the lives of teachers and school staff. We foster a culture of trust, collaboration and innovation, you'll be encouraged to take the lead on new initiatives, contribute to the direction of the organisation, and help improve the systems that underpin our support. With access to private healthcare, flexible remote working, and opportunities for professional growth, this is a chance to join a values-driven organisation at an exciting point in its development. If you're motivated by meaningful work, real responsibility, and the chance to help transform how school staff are supported, we'd love to hear from you.

Benefits

- Competitive salary: £35,000–£42,000 (DOE) + performance bonus.
- Employer pension contributions.
- Private healthcare provision.
- 27 days' holiday + public holidays.
- Technology and remote working expenses.
- Access to national and local discounts.

How to Apply

Please send your CV and a cover letter outlining your interest in the role to info@edapt.org.uk

The deadline for applications is **12pm Monday 28th April**.

We operate a two-stage interview process:

1. First-round interview (w/b 5th May)
2. Final interview (w/b 12th May)