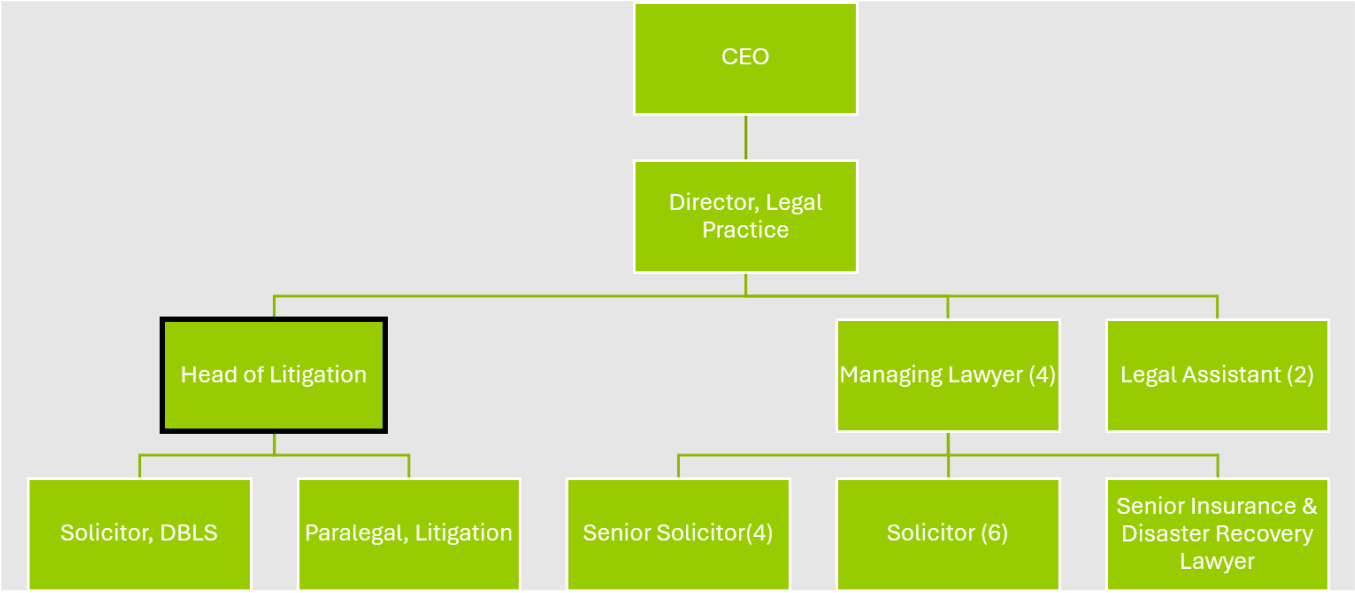
Position Description

Position:	Head of Litigation
Reports to:	Director of Legal Practice
Purpose:	The Head of Litigation provides strategic leadership to develop and strengthen Consumer Action's litigation practice, increasing capacity to deliver high-quality representation, achieve meaningful client outcomes and drive systemic change. Initially focused on establishing and scaling the Domestic Building Legal Service (DBLS) litigation practice, the role develops the strategy, systems, supervision and capability needed for sustainable litigation services and applies these learnings across Consumer Action's broader legal practice. Working with the Director of Legal Practice and Managing Lawyers, the role provides expert oversight, guidance and mentoring to support effective litigation, build lawyer capability, and create pathways from frontline legal assistance to strategic litigation and systemic impact.
Direct reports:	At least 2
Indirect reports:	None.
Scope	The Head of Litigation is Consumer Action's senior litigation specialist, reporting to the Director of Legal Practice. The role has an initial focus on establishing the litigation practice within the Domestic Building Legal Service before supporting litigation capability across Consumer Action's broader legal practice as agreed with the Director of Legal Practice. The role: • Works alongside Managing Lawyers to provide expert guidance, mentoring and support on complex and strategic litigation matters, strengthening capability and promoting consistent, high-quality legal practice across the organisation. • Leads complex, novel or strategically significant litigation matters where specialist expertise or direct involvement will maximise client and systemic outcomes.

	• Works closely with Intake, Policy and Campaigns, Financial Counselling, Engagement and Learning, Operations and external partners to connect frontline issues, client experience, casework evidence, sector trends and systemic strategy. • Contributes to legal practice strategy, service improvement and capability-building initiatives to strengthen Consumer Action's litigation practice.

ORGANISATION CHART



KEY RESPONSIBILITIES

- Strengthen Consumer Action's litigation practice, systems and pipeline to increase the volume, quality and strategic impact of representation and litigation.
- Lead case strategy and litigation quality by overseeing litigation matters, mentoring legal teams, reviewing key documents and providing expert guidance across courts and tribunals, including direct involvement in complex or strategically significant matters.
- Mentor and strengthen the legal team's litigation capability, confidence and judgement through practical guidance, professional development and reflective practice.
- Lead and manage dedicated litigation staff (solicitors and paralegals), supporting their performance, development and wellbeing while coordinating litigation resources across the legal practice.
- Work across Consumer Action's legal, intake, financial counselling, policy, campaigns and data functions to identify and pursue strategic litigation opportunities that achieve systemic impact and inform organisational priorities. Working collaboratively to identify systemic issues arising from frontline data, casework and client experience to drive law reform, systems change, and strategic advocacy.

- Ensure strong governance and risk management across litigation activities, while managing external relationships, representing Consumer Action and overseeing litigation resources within delegated authority.
- Lead, supervise, and support legal staff, fostering a reflective, trauma-informed, inclusive, and impact-focused team culture.

QUALIFICATIONS AND EXPERIENCE

- Qualified legal practitioner holding a current unrestricted Principal Victorian Practising Certificate (or the ability to obtain a Principal Practising Certificate) (mandatory).
- A minimum of eight years' post-admission experience and at least five years' experience running litigation matters, with substantial experience in at least one of consumer, insurance, financial services or domestic building law, and the ability to work across related areas (mandatory).
- Demonstrated experience conducting complex litigation across courts and tribunals, including case planning, pleadings, evidence, interlocutory applications, briefing counsel, negotiation, settlement and hearing preparation (mandatory).
- Demonstrated ability to review and approve high-quality court and tribunal documents, and provide authoritative and practical procedural guidance (mandatory).
- Experience mentoring lawyers and developing litigation capability within a team, including constructively challenging thinking and supporting sound professional judgement (mandatory).
- Demonstrated people management experience, including setting expectations, prioritising work, providing supervision and feedback, and supporting performance and wellbeing (mandatory).
- Experience in strategic or public-interest litigation, test cases, or litigation linked to law reform and advocacy initiatives (desirable).
- Experience in a community legal centre, legal aid service, regulatory agency, plaintiff practice, or other public-interest setting (desirable).
- Media engagement, spokesperson experience, or an interest in undertaking media work (desirable).

Key Selection Criteria

1. High-level case strategy capability, including the ability to identify the clearest and most proportionate path to achieving client outcomes while assessing legal, evidentiary, cost, procedural, reputational and systemic considerations.
2. Demonstrated ability to exercise sound judgement and make strategic decisions in complex, high-risk or sensitive legal matters.
3. Excellent written and verbal communication skills, with the ability to clearly explain complex legal and strategic issues to a range of stakeholders.
4. Strong stakeholder management and relationship-building skills, with the ability to influence and collaborate effectively across diverse audiences.

5. Demonstrated leadership capability, including mentoring and developing legal practitioners, fostering critical thinking, and supporting sound professional judgement.
6. Demonstrated ability to lead and manage people, including setting expectations, allocating and prioritising work, providing feedback, and supporting staff performance and wellbeing.
7. Demonstrated ability to identify, develop and leverage opportunities for systemic impact through litigation, including contributing to strategic case selection, law reform, advocacy initiatives, and broader consumer protection outcomes.
8. Commitment to Consumer Action's vision and values, and to delivering client-centred, accessible, culturally safe and trauma-informed legal services.

ABOUT CONSUMER ACTION LAW CENTRE

Consumer Action is an independent, not-for-profit consumer organisation with deep expertise in consumer and consumer credit laws, policy and direct knowledge of people's experience of modern markets in Victoria. We work for a just marketplace where people have power and business plays fair. We make life easier for people experiencing vulnerability and disadvantage in Victoria, through financial counselling, legal advice, legal representation, policy work and campaigns.

On the land of the Traditional Owners, the people of the Kulin Nations, our dedicated staff work collaboratively and deliver integrated services and projects. We have just over 60 employees and promote a diverse and inclusive culture which upholds our values of respect, fairness, reflection and courage. We strive to be an employer of choice and provide employee benefits which supports work-life balance.

ABOUT THE ROLE

This role supports Consumer Action's strategic objective of strengthening its representation and litigation capability, improving the quality and consistency of litigation practice, and increasing opportunities to achieve systemic impact through legal casework.

More about Consumer Action can be found on our website, including our Impact Framework. Contact us for a copy of our 2026 strategy (yet to be published online).

ABOUT DOMESTIC BUILDING LEGAL SERVICE

Consumer Action is partnering with Justice Connect to deliver an expanded Domestic Building Legal Service for Victorians, funded by the Victorian Government in the context of a new regulatory framework. Consumer Action will deliver a limited strategic casework and litigation service in partnership with Justice Connect – who will provide self-help information, advice and referral information to consumers with building issues. DBLS insights and evidence will feed our policy and campaigning work for a fairer building system in Victoria.