

# Head of Legal - Litigation

## > Governance and Risk Directorate > Legal Services

### What's it all about

This is a senior management role within NHG's newly centralised Legal Services team. You will lead a multi-disciplinary legal function responsible for delivering expert, efficient and customer-focused litigation services across housing management, landlord & tenant matters, income collection, and debt recovery. You will ensure NHG maintains high standards of legal compliance, robust case management, and effective risk management across all areas of operational litigation. Acting as a trusted expert adviser to senior stakeholders, you will bring authoritative knowledge in housing law, disrepair, anti-social behaviour, tenancy enforcement, service charge disputes, income recovery, arrears possession, forfeiture, and other complex litigation.

### How you'll make a difference

In this pivotal role, you will ensure NHG receives consistent, high-quality legal services that strengthen compliance and operational effectiveness.

By leading a team of legal professionals consisting of qualified solicitors, paralegals and administrators, you will empower them to proactively and sensitively manage referrals, deliver robust advice, and resolve complex housing management and debt recovery issues efficiently. Your leadership will deliver cost-effective solutions and uphold the highest standards of legal practice.

You will prepare and provide effective training as required to operational colleagues on a variety of housing law and debt legal issues, equipping them to proactively manage housing issues and debt escalation ensuring the best outcome for NHG and our residents.

### How you'll do it

#### Leadership

- Provide strong and effective leadership and implement a culture of high performance across your team.

- Effectively promote collaborative approaches to engage teams to work successfully to deliver high quality services with cost-effective outcomes.
- Establish and maintain a culture of service improvement, supporting staff to deliver change projects to meet developing and evolving customer needs.
- Be a role model for your team by demonstrating our values and behaviours in all you do.
- Provide relevant senior level advice and guidance as required.
- Identify career progression, support and training needs in your team and put in place appropriate training and learning plans.
- Take responsibility for your own development, ensuring any gaps are identified and a learning plan put in place.
- Provide supervision to guide the legal work of the team to ensure it is competent, timely and compliant with SRA standards.
- Monitor and manage team's caseloads to ensure KPIs are met. Lead on business reporting on outputs as required.
- Provide cover and support for the Director of Legal when required and in their absence.

#### General

- Lead the provision of legal advice and litigation support on housing management and landlord & tenant matters, including disrepair claims, ASB, tenancy fraud, breach of tenancy, access injunctions, and leasehold disputes.
- Lead the provision of legal advice and litigation support on all elements of debt recovery across the organisation, including but not limited to housing management and landlord and tenant matters.
- To assist and provide support to operational colleagues and senior stakeholders on other litigation matters outside of housing management, such as leasehold matters, building safety and other complex litigation.

- To ensure that all non-complex legal work is carried out in-house where this is more cost effective, including preparing and drafting pleadings, claim forms, defences, witness statements etc.
- Develop and implement processes and procedures to ensure the efficient and effective provision of housing management and other litigation services within the team to ensure they are managed in a compliant manner.
- Instruct and liaise with solicitors and barristers where necessary.
- Maximise cost effectiveness of legal spend through appropriate use and monitoring of the legal services framework.
- Ongoing oversight of performance by external providers of legal advice and managing performance issues, escalating to the Director of Legal as appropriate.
- Lead team to design and deliver legal training to operational colleagues as required in response to common themes and risks, including developing new and improving existing processes to allow the operational teams to self-serve.
- Horizon scan and stay up to date with developments in the law to build on your proven knowledge. Keep abreast of all legislative and case law updates. Disseminate information to relevant colleagues (including in Governance and Policy) highlighting potential impact on NHG operations and customers.
- Work in accordance with team procedures and policies to ensure sound working practices and effectiveness of the team.

## All about you

### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#) This role is at **manager** level.

### Essential knowledge, experience and skills including qualifications and professional membership

Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.

- Qualified Solicitor of England and Wales, with a valid Practising Certificate to enable the person in post to:
  - (1) Undertake reserved activities as defined by the Legal Services Act 2007.
  - (2) Be responsible for the supervision of members of the team who are not qualified to undertake reserved activities.
- PQE of a minimum of 5 years
- Experience of working within a social housing legal department in private practice, a housing association or local authority.
- Expert knowledge of housing law, landlord & tenant legislation, and litigation processes.
- Strong leadership and team management skills.
- Excellent communication and stakeholder engagement abilities.
- Strategic thinking with a focus on risk management and compliance.
- Ability to manage complex caseloads and deliver under pressure.
- Proficiency in using legal databases, case management systems and Microsoft Office suite.
- This role is subject to a Disclosure and Barring Service (DBS) check, which must be completed successfully prior to appointment.