

Legal Team Supervisor

> Operations > Supported and Temporary Housing

What's it all about

As part of the Business Development team, reporting to our Portfolio Lead you will be leading and empowering a team to effectively manage legal cases to deliver first class legal services improving business and customer outcomes whilst minimising risk and spend.

You will be a voice to the business on legal matters, with particular focus on gaining vacant possession, escalated rent and service charge debt, building great relationships with the operational teams in the process. You'll take ownership of cases, working collaboratively to drive them to conclusion.

How you'll make a difference

You will own all lease expiry possession cases and escalated rent debt that has been referred to your team to reach resolution. You will play a crucial role in arrears collection for the organisation and use judgement to mitigate risk for the organisation.

Your decisions will be in collaboration with operational teams, whilst placing the resident at the centre of decisions made. To this end, you will have prior knowledge and experience to ensure your team are equipped and accountable to manage vacant possession, escalated rent and service charge debt.

You will provide training and advice on proactively managing legal cases to empower operational teams to understand wider legal implications and make informed management decisions.

You will work across the wider legal team to ensure that resources are deployed in accordance with business need across other legal cases.

How you'll do it

- Lead and empower a team of Legal Assistants and Paralegals to ensure assigned casework is managed effectively and to high quality.
- Identify career progression, support and training needs in your team and put in

place appropriate training and learning plans.

- Swiftly address performance and conduct issues in line with NHG policy.
- Monitor your team's caseloads to ensure performance indicators and case management standards are met. Lead on business reporting as required.
- Work with operational and tenancy sustainment teams to forecast risk arrears cases. Feed into lessons learnt from your team's caseload to encourage early intervention of income collection.
- Work with operational teams to forecast lease expiry and possession caseload.
- Ensure a consistent, collaborative and visible service is being delivered during busy periods. Appropriately manage resources where staff are absent.
- Manage a caseload of legal cases as required, providing specialist advice to support the overall capacity of your team.
- Work across the wider legal team so your team's resources are deployed in accordance with business need across other legal cases.
- Ensure high risk debt cases are flagged and prioritised. Anticipate risks to the organisation and propose recommendations to mitigate this.
- Work with Legal Services Manager to design and deliver legal training to operational teams as required particularly around arrears escalation.
- Work closely with the operational teams and tenancy sustainment and safeguarding teams, to be confident that legal escalation takes place once all reasonable proactive engagement with residents has been exhausted, always focusing on tenancy sustainment objectives.

- Forge excellent relationships with operational managers and act as a point of contact for senior staff. Adapt the service to their needs.
- Be accountable for the preparation, drafting and responses to all legal documentation. Ensure your team delivers these to a high standard. This includes internal papers with recommendations for decision.
- Maintain an excellent working knowledge of housing and leasehold legislation and case law and embed it into your team's working practice.
- Ensure you and your team represent NHG well in external settings such as court, multiagency meetings, local authority engagement meetings, mediation and casework panels on tenancy and lease breach issues.
- Oversee sound administrative support for the legal team delivered through Legal Assistants, including inbox management, excellent record keeping and document handling.
- Provide guidance and advice to operational teams to allow them to make informed management decisions and effectively manage their work.
- Ensure your team update required systems and reconcile data from various sources to provide a clear update on caseload and risk.
- Work with managers and heads of to review risk and limit the instruction of external solicitors with cost focus in mind.
- Ensure your team provide visible support to the business, carrying out surgeries, training and advice drop ins regularly.
- Feed into departmental initiatives and lead on service improvement projects as required.

- 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.

This is a people manager role. Please [refer to our people manager standards](#). **(Delete if this isn't relevant)**

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.

- Experience of working within a legal department, housing association, local authority or similar organisation
- Experience of supervising others' work and managing a high functioning team
- Good grasp of applicable legislation and the Civil Procedure Rules.
- Experience managing your own caseload with cases similar to those required in this role
- Good spoken and written English



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for our residents

- Excellent verbal and written communication skills
- Good legal drafting skills.
- Strong report writing and presentation skills
- Strong organisational skills, accuracy and attention to detail
- Proficiency using legal databases and MS office suite
- Good research skills
- Ability to work independently in a fast-paced environment
- Proven ability to develop and sustain strong relationships within the legal team, operational team clients and third party stakeholders (internal and external)
- Examples of exercising good judgment and discretion to identify and mitigate against significant risk
- A law degree, CILEx or equivalent (desirable)