**What’s it all about**

**Legal Caseworker - Folio**

**Operations - Commercial Operations**

As a Legal Caseworker at Folio, your role is to provide specialist legal support across the commercial business. You are responsible for managing legal and possession processes, ensuring contractual obligations are met, and mitigating risks to maintain the company's reputation and compliance.

**How you’ll make a difference**

* **Legal Expertise:** Offer legal advice and support to staff at all levels, handling cases involving disrepair, dilapidations, rent recovery, and former tenant debt.
* **Case Management:** Efficiently manage a varied caseload, ensuring an effective possession process and minimising business risks.
* **Training:** Provide legal training and guidance to Property Management Executives and managers on various tenancy-related issues and legal matters.
* **Support:** Provide administrative support across the commercial businesses, in relation to all legal cases and disposals.

**How you’ll do it**

* Manage and represent Folio in court for housing management and property issues, preparing all necessary legal documentation, including notices, claims, and witness statements.
* Negotiate and liaise with solicitors and barristers to ensure cost-effective legal outcomes.
* Evaluate cases to determine the appropriateness of legal action and explore alternative dispute resolutions to reduce costs.
* Produce detailed reports and statistical information on your caseload performance against KPIs.
* Build and maintain strong relationships with legal professionals, debt collection agencies, and local authorities to enhance the effectiveness of legal proceedings and debt recovery.
* Manage all legal cases through to completion and ensure that any sums which may be owed to the business are recovered effectively to mitigate the risk of non-payment and the burden of former tenant debt.

**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.  This role is at **Colleague** level.

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

* **Analytical and Detail-Oriented:** Strong analytical skills to manage significant caseloads, with a focus on detail in legal documentation and proceedings.
* **Proactive and Responsible:** Capable of making informed decisions under pressure, prioritizing workload effectively, and taking ownership of outcomes.
* **Communicative and Supportive:** Excellent verbal and written communication skills, capable of explaining complex legal concepts clearly and providing supportive guidance to team members.
* **Industry Experience:** Extensive experience in legal environments dealing with property issues, including serving legal notices and representing organisations in court. Thorough understanding of the relevant legislation, statutory, and regulatory requirements related to the private rented sector