

Legal Caseworker

Temporary Housing, Commercial Directorate

Overview	
Role Purpose	To provide specialist legal support to the temporary housing business. To support staff at all levels in legal matters when they require advice, including disrepair, dilapidations, rent recovery and new business. To be responsible for managing the end of lease and possession processes to ensure that the business meets its contractual obligations to landlords and mitigates its risks.
Responsible for	Managing legal cases within the temporary housing department
Reports to	Team Leader (Temporary Housing)
Line management	NA
Tier	8
Expectation Level	Colleague
Role relationships	
Internal	Finance, operations, BID, IT wider legal team, in-house solicitor/legal.
External	Local authorities, landlords, stakeholders, agents.

Role accountabilities
<ul style="list-style-type: none"> • Manage a varied caseload of housing legal issues including breach of tenancy matters, rent recovery, disrepair and dilapidations. • Responsibility for an efficient and cost effective lease end management and possession process which mitigates business risk and ensures contractual obligations to landlords are met. • Provide legal advice training and support to officers and managers on solutions available to them related to breach of tenancy matters and other relevant issues that may arise. • Manage cases referred by officers or managers where legal action is required: including preparing notices and particulars of claim, collating evidence, preparing witness statements, consent orders, eviction applications and stay applications. Injunctions may also be required. • Personally representing and advocating on behalf of NHG in court on a range of housing and lease issues. Instructing and liaising with solicitors and barristers and negotiating with defence solicitors where required. • Maximising cost effectiveness of NHG legal budget, by evaluating cases and offering a range of solutions taking into account business need and customer satisfaction, this may include mediation, advising on the appropriateness of legal action and negotiating with defence lawyers to overall reduce costs. • Support the work of the team to deliver an excellent standard of customer service, leading to improved landlord and tenant satisfaction across the business. • Produce reports and statistical information on your work for performance and committee reports. • Act promptly on complex rent/debt cases referred by housing officers to help them ensure rent collection levels increase and rent arrears decrease.

Role accountabilities

- Act as a source of expertise to the Welfare Benefit Advisers on legal issues relating to their role including assistance in drafting grounds for appeal and legal arguments in tribunal cases.
- Provide legal advice and identify risks on new business agreements or developments considering. Be the lead officer in drawing up agreements for schemes already in place and work with local authority partners to get these agreements in place.
- Use appropriate systems and tools to keep a clear, transparent track of cases.

General

- Ensure you follow the financial regulations, policies and procedures at NHG
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience (executive)

Essential

- Demonstrable understanding of legal subject matter related to housing

Desirable

- A good understanding of case management through a legal process

Professional expertise (know how & experience)

Essential

- To have worked in a legal environment dealing with landlord and tenant casework.
- To have had experience of representing an organisation in court or other formal regulatory setting.

Desirable

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Skills

Essential

- Excellent communication skills including explaining technical matters to other staff and stakeholders
- Excellent PC skills including Microsoft Office packages Word and Excel.
- Ability to work using own initiative in an organised and methodical manner displaying excellent attention to detail.

Desirable

- Negotiation skills

Qualifications and/or professional membership

Essential

N/A

Desirable

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is an Colleague expectation level and therefore you should refer to the Colleague expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.