

# Solicitor - Debt Recovery

## > Governance and Risk Directorate > Legal Services

### What's it all about

Leading and empowering a team to provide first class legal services to NHG. To effectively manage legal cases relating to debt recovery.

Conduct and supervise in-house litigation matters, particularly in debt recovery and associated risk, building great relationships with operational client teams.

You will take ownership of cases, working collaboratively to drive them to conclusion.

### How you'll make a difference

You will ensure that legal cases are handled effectively and swiftly, mitigating business risks while remaining as resident centric as possible.

You will act as a trusted subject matter expert on key areas such as income collection, arrears possession claims, recovery of former tenant arrears and any other debt recovery legal action both for and against NHG, giving NHG confidence in its ability to recover debts owed.

### How you'll do it

#### Management

- Lead and mentor a team of paralegals to ensure assigned casework is managed effectively and to a 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 are met, and provide business reporting as required.
- Ensure cases are managed in accordance with practice management standards and procedures set for the team, and report on compliance.
- Ensure a consistent, collaborative and visible service is being delivered.

#### Legal Services

- Take responsibility for management of own caseload comprising a variety of debt recovery litigation matters (including but not limited to arrears possession claims for both tenants and leaseholders, leasehold forfeiture claims, service charge disputes, debt claims, enforcement actions (including charging orders, forfeiture proceedings, high court enforcement)
- Provide support and to deputise for the Head of Legal (Litigation) and lead on complex and/or substantial matters providing subject matter expertise.
- Provide a source of legal expertise that represents and advocates for NHG on a range of debt legal issues and provides advice and training to Operational staff, equipping them to proactively manage debt escalation.
- Be responsible for the day-to-day management and development of the debt recovery workstream within the in-house legal team.
- Be a specialist resource providing legal guidance to frontline teams, developing their knowledge to support residents and safeguard NHG.
- Be accountable for the preparation, drafting and response to all legal documentation, bundles, evidence and witness statements and ensure your team delivers these to a high standard. This includes internal papers.
- Ensure high risk cases are flagged and prioritised. Anticipate risks to the organisation and propose mitigations.
- Work collaboratively with other in-house legal workstreams such as disrepair and compliance.
- Manage legal spend in accordance with budget and legal services framework.
- Willingness to increase and share professional knowledge to build capacity and capability within the in-house Legal Team.
- Develop and implement processes and procedures to ensure the efficient and effective provision of debt recovery activities and other litigation services within the team to ensure they are managed in a compliant manner.

## 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

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### 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 at least 2 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 as they relate to debt recovery.

- 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.