

## > Operations> Support and Legal

### What's it all about

You will form an integral part of the legal team by providing legal support to the operational teams on a range of housing management related issues including tenancy and lease breaches with particular focus on escalated arrears and pursuing effective recovery via legal action.

You will work closely with the local officers and tenancy sustainment and safeguarding teams to ensure debt is escalated appropriately, once all reasonable support options have been put in place.

### How you'll make a difference

You will have your own caseload which will be predominately escalated arrears cases that have been referred to you, to drive an effective resolution. You will play a crucial role in rent and service charge collection for the organisation. Your decisions will be in collaboration with operational teams, whilst placing the resident at the centre of every decision.

You will provide training, support and advice to operational teams on tenancy and lease breaches including rent and service charge recovery, to empower them to take decisions that make our schemes great places to live and for residents to live their lives well.

You will work on a portfolio basis allowing you to sustain great relationships with colleagues and better understand the properties and residents within the casework you provide legal support to.

You will assist with team and organisational projects and provide administrative support to the legal team. You will collaborate and support your legal colleagues to ensure that resources are deployed in accordance with business need.

### How you'll do it

- Lead on rent and service charge recovery cases referred to you by the operational teams, with the goal of maximising income for the organisation.

- Manage other legal cases assigned to you. Provide support to Paralegals, team managers and team leaders as required – particularly those where there is a crossover with arrears to ensure cases are managed in a joined-up way. This may include housing and lease management issues including disrepair.
- Work and support paralegals and work effectively with other departments on cases that may require their input to successfully recover service charge debt.
- Represent NHG well in external settings such as court, multi-agency meetings, local authority engagement meetings, mediation and casework panels on tenancy and lease breaches.
- Prepare, draft and respond to all necessary legal documentation and bundles, evidence and witness statements as required.
- Work effectively with panel solicitors where cases require external involvement.
- Take ownership and accountability for your caseload in accordance with performance indicators. Seek advice, flag risk and offer mitigations on issues that may rise.
- 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.
- Support and advise operational teams to ensure legal risks are identified and mitigated appropriately. Proactively feed into policy and practices to support this.
- Demonstrate adequate legal knowledge for the role, be inquisitive and keep up to date with developments in the law.
- Work alongside legal colleagues to deliver meaningful training, guidance and advice to operational teams.

- Update required systems and reconcile data from various sources to provide a clear update on caseload and risk.
- Work with managers and wider operational teams to review risk and limit the instruction of external solicitors with cost focus in mind.
- Provide visible support to the business, carrying out surgeries, training and advice drop ins regularly.
- Provide excellent administrative support for the legal team including inbox management, excellent record keeping and document handling.
- 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. This role is at **staff** 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.

- Good spoken and written English
- Excellent verbal and written communication skills
- Strong organisational skills, accuracy and attention to detail
- Proficiency using legal databases and MS office suite
- Legal drafting skills
- Familiar with the Civil Procedure Rules, particularly as it relates to debt recovery action.
- 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)
- Proven ability to exercise good judgment and discretion including identifying and flagging risk
- No specific legal qualifications are required but you must be able to demonstrate relevant experience of working with income and debt recovery practices within a legal department or practice, housing association or similar.