

# Legal Caseworker Assets Directorate

Overview	
<b>Role Purpose</b>	<p>Reporting to the Contract Delivery Manager, the Legal Caseworker will provide specialist legal support to the Compliance teams in the Assets directorate.</p> <p>You will be the guardian of our access process mainly for the heating team but responsible for all compliance where required and will be the last stop in our service provision where access is refused or unable to be obtained by the contractors or compliance teams.</p> <p>You will also act as a source of expertise to the directorate on legal matters, handling more complex cases that require finesse to resolve</p>
<b>Responsible for</b>	Legal cases, Gas access, forced entry, gas out of dates
<b>Reports to</b>	Compliance Lead
<b>Line management</b>	NA
<b>Tier</b>	Tier 8
<b>Expectation Level</b>	Colleague
Role relationships	
<b>Internal</b>	Compliance, Planned Investment, Housing, Legal, Finance
<b>External</b>	Compliance contractors, legal council

Role accountabilities	
<p>Manage a varied caseload of access issues including contractor referrals, time triggers, possession and injunction</p> <p>Provide legal advice, training and support to Assets staff and other colleagues on solutions available to them related to injunction, breach of tenancy matters, ASB, trespass, disrepair and forced access</p> <p>Manage cases referred by contractors and internal clients where legal action is required: including, preparing notices and particulars of claim for possession proceedings, collating evidence, preparing witness statements, consent orders and making applications for injunctions.</p> <p>Personally representing and advocating on behalf of NHG in court on a range of access issues. Instructing and liaising with solicitors and barristers and negotiating with defence solicitors where required.</p> <p>Maximising cost effectiveness of NHG legal budget, by evaluating cases, arranging recharges and ensuring that the organisation is efficient and as few cases as possible reach the legal stage</p> <p>Support the work of the contractors and compliance teams and attend our properties as the representative of NHG where required for forced access visits</p>	

## Role accountabilities

Manage the applicable contracts such as process servers and locksmith and ensure that contractors are paid on time and that applicable, proportionate recharges are applied to residents

Act as a source of expertise to the directorate regarding legal compliance, the organisations risk and to assist in resolving issues that we need to take legal enforcement on that may not necessarily be about getting access to a property, such as hoarding

Be proactive in recommending change and highlighting where process or procedure can be improved, including keeping up to date with regulation and ensuring the access process is fit for purpose

Produce reports and statistical information on your work for PTE panels, committee reports and internally within Assets to manage legal costs

### General

At all times follow the financial regulations, policies and procedures at NHG.

At all times follow NHG's Health and Safety policy 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

Housing, compliance,  
Up to date knowledge of housing & compliance  
law and legislation.

#### Desirable

Legal secretary

### Professional expertise (know how & experience)

#### Essential

Housing, compliance, Legal, admin

#### Desirable

### Skills

#### Essential

Microsoft office, communications, teamwork,  
contractor communications

#### Desirable

Contract management

### Qualifications and/or professional membership

#### Essential

#### 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 a colleague expectation level and therefore you should refer to the colleague

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.