



Role Profile

September 2019

Job Title:	Legal Services Adviser (Housing)
Reports into:	Governance and Compliance Manager
Direct Reports:	None
Department / Location:	Stockwell
Disclosure Level:	Standard
Role Purpose:	To provide a specialist legal casework service in housing law, including litigation and to provide legal support and advice as required to the SW9 team in relation to claims for possession, ASB injunctions, disrepair, leases and contract law.

Key accountabilities

Providing a legal advice to SW9 across a range of business areas and to take on a varied caseload that includes dealing with complex housing cases, high level ASB, and leases.

Drafting legal documents in relation to claims, casework and contracts.

Representing SW9 in court, ensuring legal risks are identified in processes and procedures at an early stage.

Conducting disrepair Housing Management cases from start to end seeking to achieve optimum outcomes for the landlord/managing agent.

Housing Legal Advice and Litigation

- Advise SW9 on the law and legal issues relating to cases to enable the organisation to enforce its legal rights.
- Maintain an active caseload and carry out casework and litigation to meet high quality standards.
- Liaise with clients and other professionals such as barristers and the NH legal team as appropriate.
- Draft documents, letters and contracts tailored to SW9's needs.
- Correspond with clients, opposing solicitors and barristers.
- Act on behalf of SW9 in disputes relating to housing, property, income collection, ASB and disrepair and represent them in court, if necessary.
- Attend meetings and negotiate with clients and other professionals to secure agreed objectives.
- Research and analyse documents and case law to ensure the accuracy of advice and procedure.
- Meet income, open cases, work in progress, and other budgetary targets set by the Senior Leadership Team (SLT).
- Calculate claims for damages, compensation, maintenance prior to sign off by the SLT.
- Maintain accurate and complete files and records in line with SW9's standards and procedures.
- Arrange and attend further management and NH meetings where necessary to progress with the case and finalise documentation.

Leasehold

- Take a collaborative approach to complex leasehold case work working in conjunction with the Leasehold Property Manager to provide information on request to solicitors and leaseholders.
- Interpret and provide advice on complex leases and related leasehold documentation.

Disrepair

- Conduct disrepair Housing Management cases from start to end. Seek to achieve optimum outcomes for the landlord/managing agent.
- Acting on behalf of the landlord (NH) and SW9 CH, manage and conduct a Housing Management Disrepair caseload for the business.
- Cases will comprise of Environmental Protection Act (EPA), disrepair Counter Claims and standalone disrepair claims.
- Support operational managers and SLT to ensure legal risks are identified in processes and procedures at an early stage.

Training and Development

- Provide training to repairs and maintenance staff on topical issues related to Disrepair
- Provide information, coaching, training and updates to housing staff and managers to include issues of law, best practice and procedure.
- Provide information to external agencies to promote the SW9 service as required.
- Keep informed and up to date with practices within the field relating to legislation, case law and other areas.

Managing Self and Personal Skills

- Pursue academic excellence through a continuing commitment to professional and personal development
- Conform with accepted standards of conduct and behaviour which includes awareness of risk, health and safety at work, data protection and embracing the cultural diversity of all colleagues and clients.

General

- Draft legal documents in relation to claims, casework and contracts.
- Acting for the landlord (NH) and managing agent (SW9 CH) in all claims and ensuring legal risks are identified and action taken at an early stage.
- Ensure all work meets both external and internal quality, behaviour and professional standards
- Ensure all work is carried out within SW9 CH's procedures
- Work with others to ensure the effective running of the service.
- Work with other departments to achieve SW9 CH's strategic aims.

Standard Responsibilities

Adopt and comply with SW9 CH values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health and Safety
- Data Protection, confidentiality, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

The post holder may be required to undertake duties of a similar nature and at this level elsewhere within in the service.

Contacts - External/Internal

- Leaseholders and resident representatives
- Managers and staff within SW9 and Network Homes
- Lawyers and Advisors
- Legal Team within Network Homes
- Internal and External Auditors
- Data Protection Team at Network Homes
- Directors and Seniors managers
- Courts and Tribunals
- Other external contacts as needed
- Board members

Person Specification	Essential: E Desirable: D
<p>Education, Knowledge, Skills and Experience</p> <ul style="list-style-type: none"> • Qualified solicitor (England and Wales) with a current practicing certificate, or barrister who meets the Legal Aid Agency Supervisor Standard for Housing Law. E • At least 3-5 years' experience and recent post-qualification casework, representation and advocacy experience in housing law. E • Excellent written and verbal communication skills. E • Experience of drafting complex leasing, acquisition and disposal agreements and related documentation. E • Knowledge of and ability to run case files in accordance with the Specialist Quality Mark. E • Excellent IT skills including ability to use the MS Office suite and case management software. E • Up to date knowledge of relevant housing caselaw. E • Excellent interpersonal skills with the ability to develop relationships with internal and external stakeholders, and legal professionals. E • Highly developed sense of legal professionalism and a commitment to access to justice with excellent client care skills. D • Ability to work autonomously and to produce high quality work. E • Ability to make decisions using own initiative. E • Excellent time management skills with strong prioritisation skills and ability to effectively manage own workload. E D • Strong commercial acumen and focus. E • Evidence of commitment to personal learning and professional development. D • Commitment to contributing to, and appreciation of SW9's commitment to equality opportunities policy. E • Passionate about delivering and driving forward an excellent service in a customer-centred environment. E • Adaptable with a 'can do' attitude and focused on seeking solutions. E 	
<p>Competencies</p>	
<p>We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours: -</p> <p>Hungry – I am ambitious to succeed</p> <ul style="list-style-type: none"> ▪ Optimistic: I am can-do and focussed on what can be done ▪ Creative: I find new ideas and solutions to challenges ▪ Bold: I get out my comfort zone and try new things ▪ Motivated: I welcome feedback and want to succeed <p>Accountable – I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively</p> <ul style="list-style-type: none"> ▪ Resilient: I work hard to make things happen ▪ Disciplined: I am realistic and do what I say I will do ▪ Personal ownership: I take ownership of an issue until it is resolved ▪ Confident: I make decisions that are within my remit 	

Respectful – I treat everyone with respect and understanding I arrive on time and take full part in meetings

- Prepared: I arrive on time and take full part in meetings
- Communicator: I listen to others and work hard to communicate well
- Responsive: I always answer a ringing phone and respond quickly
- Self aware: I put myself in others' shoes and understand how my actions impact on others

Together – I am proud to be one team

- Positive: I talk positively about SW9 CH as one team
- Proactive: I put myself forward and build great relationships
- Supportive: I support and recognise the contribution of others
- Role model: I genuinely believe I make the difference