

Role Profile – Family/Tier 4

Job Title:	Reporting to:
Legal Executive (ASB)	Head of Anti-Social Behaviour
Directorate:	Location:
Customer	Blended – Home and PA Offices and properties
Risk Assessment:	R1: Office Worker



Role Purpose:

Are you ready to lead a dynamic team, shape our neighbourhoods, and drive operational excellence? As the **Legal Executive (ASB)** at PA Housing, you'll play a pivotal role in enhancing the resident experience and fostering strong community relationships.

As the Legal Executive (ASB), you will play a pivotal role in supporting the Head of Anti-Social Behavior to ensure compliance with relevant laws and regulations within social housing.

The Legal Executive (ASB) is a dedicated professional responsible for managing legal aspects related to tenancy agreements, resolving disputes, and providing legal counsel to stakeholders. Additionally, you will oversee a small team of tenancy legal officers. The primary objective is to uphold tenant rights, maintain property integrity, and mitigate legal risks.

This role is about driving change and service excellence addressing failures and root cause analysis to strive for constant improvement. As a senior role with technical knowledge and experience there will also be a focus on influencing the strategic direction of the service based on the operational and legislative environment

Tier Impact Statement:

A leadership role focused on delivering operational performance aligned to organisational strategy within the service. This role is about driving change and service excellence addressing failures and root cause analysis to strive for constant improvement whilst using specialist knowledge of the service to identify future developments to enhance departmental performance.

Key Accountabilities:

- **Customer Focus:**
- Be the champion of a customer-centric approach across our communities.
- Dive into the resident journey, anticipating their needs and proactively addressing them.
- Led by example our resident's strategy and 'knowing who is behind our doors'.
- Manage relationships and maintain influence with key stakeholders across the business to overcome issues, obstacles, and blockages.

Operational Delivery:

- Own the outcomes within the Tenancy Legal function.
- Provide legal guidance and support to internal stakeholders on matters related to tenancy, eviction proceedings, and enforcement.
- Ensure adherence to all relevant tenancy laws, regulations, and policies.
- Represent PA in legal proceedings, including eviction cases and resident disputes when necessary.

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- Identify and mitigate legal risks associated with tenancy issues, ensuring proactive measures are in place to address potential liabilities.
- Ensure efficient service delivery, responsiveness, and customer satisfaction.

Strategic Thinking:

- Collaborate with other teams to align strategies.
- Ensure that our Residents Strategy is at the forefront of the organisational goals.
- Deliver and shape our 'You and Your Neighbourhood' - your fingerprints on our future.

Stakeholder Relationships:

- Cultivate strong ties with residents, community groups, local authorities, and other stakeholders.
- To manage all legal aspects related to tenancy agreements, resolving disputes, and providing legal counsel to stakeholders.
- Mediate disputes between residents, PA, and other relevant parties, aiming for fair and equitable resolutions.
- Represent PA Housing at relevant forums and meetings.

Team Leadership:

- Inspire, motivate, and develop your team members - they're your secret sauce.
- Create a positive and collaborative working environment where ideas flourish.
- Ensure all colleagues performance within your remit contributes towards team objectives and the wider performance of the business.
- Be a visible on the ground front line leader who inspires the team to provide excellent services across all areas, developing a service excellence offer to our customers based on their feedback and experiences, whilst mitigating business risks and achieving value for money.
- Ensures openness and honesty is underpinned by support and coaching of the teams.

Performance Management:

- Dive into the data and understand those key performance indicators.
- To ensure that officers have a clear and consistent approach, with case management that reflects policy with timely intervention and positive assistance for residents and PA.
- Use insights to fine-tune outcomes and keep the engine running smoothly.
- Challenge team members and other colleagues where performance or behaviours fall short of those expected by the business.
- Maintain a sound knowledge and understanding of the business and operational plans and targets and the wider operating context.

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- Develop and implement performance analysis and budgetary controls with input from the finance and business insight teams.

Innovative Thinking:

- Break the mould! Encourage creative solutions and challenge the housing norms.
- Explore fresh approaches to boost neighbourhood engagement and customer satisfaction.
- Seek solutions to problems and remove barriers.
- Critically assess and challenge all services for which you are responsible, to improve performance and ensure it delivers value for money.
- Create an environment within your services of success, supported by healthy, positive, and professional challenge to deliver constant improvement.
- Challenge existing thinking to identify creative opportunities and avenues for success.

Customer Involvement:

- Residents matter. Promote their participation in decision-making processes.
- Roll up your sleeves and facilitate, drive neighbourhood and community events—because we're all in this together.

General:

- Creates an environment within the relevant services of success, supported by healthy, positive, and professional challenge to deliver constant improvement.
- Ensures openness and honesty is underpinned by support and coaching of the teams.
- Manage and build relationships with stakeholders to promote the service and its activities.
- To be part of and take part in PA Housing's out of hours duty officer rota.
- Challenge existing thinking to identify creative opportunities and avenues for success.
- Ensures all colleagues performance within your remit contributes towards team objectives and the wider performance of the business.
- Enables the creation of service teams that operate efficiently and effectively at all times and constantly seeks to improve.
- Promote a unified culture and purpose across a diverse organisation by role modelling motivating and authentic leadership aligned to PA's values and behaviours,
- Challenge team members and other colleagues where performance or behaviours fall short of those expected by the business.
- Comply with all organisational policies and procedures and guidelines.
- To ensure adherence to the PA Housing Equal Opportunities policies, procedures, and diversity strategy to provide the best possible service to a diverse customer and colleague base.

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- To be familiar with and follow the guidance given by the PA Housing Data Protection Policy regarding data protection matters.
- Comply with the Health & Safety Policy, ensuring own and others health and safety.

This role profile is not intended to be an exhaustive list; its aim is to give a broad representation of what will be expected of the post-holder. Other reasonable duties, tasks and responsibilities may be required of the post-holder from time to time; these will be reasonable and broadly consistent with the responsibilities described above and/or intended to assist PA Housing in meeting its stated objectives.

Qualifications:

The basics:

- Legally qualified with experience in anti-social behaviour and social housing.
- Proven track record in tenancy law and legal compliance.
- Strong leadership skills and the ability to manage a team effectively.

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Attitude, Knowledge, Skills, and Experience:

ESSENTIAL:

Experience:

- Experience in senior management roles within housing, and tenancy law.
- Leading and managing teams, projects, and budgets is second nature.
- Legally qualified with experience in anti-social behaviour and social housing.
- Proven track record in tenancy law and legal compliance.
- Development and execution of strategic plans.
- Strong understanding of tenancy legislation, housing regulations, and landlord-tenant rights.
- Experience of court proceedings, legal documentation, and dispute resolution techniques.
- Excellent communication skills, both written and verbal, with the ability to convey complex legal concepts clearly and effectively.
- Strong analytical and problem-solving skills, with the ability to evaluate legal issues and propose practical solutions.
- Worked with a diverse range of stakeholders—from residents to community groups to local authorities—is your superpower.
- High-quality service and satisfaction are your calling cards.
- Use of analytics to measure and improve performance is your secret sauce.
- Evidence of driving innovation and shaking things up.

Skills and Abilities:

- Excellent verbal and written communication skills a master wordsmith.
- Negotiation - influencing and building trust.
- Analytical and problem-solving skills.
- Organisation and time management skills to keep all the balls in the air.
- Leadership is in your DNA: inspiring and developing others.
- IT skills

Personal Qualities:

- Customer-focused, with a sixth sense for anticipating needs.
- Collaboration - fostering a positive team culture.
- Taking responsibility and accountability.

DESIRABLE:

Experience:

- Experience in a similar role or organisation is music to our ears.
- Working with digital platforms and tools to enhance customer engagement and service delivery is your jam.
- Connecting with different customer segments—whether they're vulnerable, hard-to-reach, or wonderfully diverse—is where you shine.

Skills and Abilities:

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- Knowledge of current and emerging trends in housing law and legislation and customer service sets you apart.
- Understanding relevant legislation, regulations, and standards is your secret weapon.
- Local and regional awareness

Core Criteria:

Solving Problems	Situations requiring evaluative judgement and innovate thinking to analyse, evaluate and arrive at conclusions that are then delivered. Ensuring colleagues are aligned and enabled to act.
Communication & Influencing People	Interaction requires understanding, providing support and/ or influencing. Empathy and assertiveness are necessary, but persuasion and reasoning may be based on technical knowledge/ expertise.
Adapting Approaches	Embraces change listens to feedback and compromises as needed. Role model's behaviours to support organisational change and holds others to account.
Delivering Results	Drives the performance of the team with clear SMART targets aligned to strategy.
Financial responsibility	Understanding and application of financial and budget management.
People Interaction	Direct: Director of Income and Homemoves, Head of Tenancy Sustainment, relevant service leadership, team colleagues. Indirect: All colleagues, residents, auditors, and regulators.