

Role Profile – Family/Tier 5

Job Title:	Reporting to:
Legal Assistant	Income Legal Manager
Directorate:	Location:
Customer	Blended – Home and PA Offices and properties
Risk Assessment	R1: Office Worker

Role Purpose:

To provide a legal support to the Income Services Department in relation to detecting tenancy fraud / succession applications.

Tier Impact Statement:

Delivers day to day activity as defined by the manager. Plays an active role in the team takes responsibility for your own performance and delivery in the role. Aligns behaviours to PA Housing values. Ensures open and honest interaction with colleagues to develop trust and challenges when things aren't right and offers a solution wherever possible.

Key Accountabilities:

- Work with colleagues across all operational teams to detect tenancy fraud, special focus on working with home moves, neighbourhoods, income & repairs.
- Engaging with partner agencies to ensure a joined-up approach is taken (Local authorities, social services & other statutory services).
- Work with solicitors and partner agencies to share evidence & information.
- Make clear notes and obtain witness statements for use in court proceedings.
- Serving notices to quit (NTQ's)
- Timely intervention arranging personal contact to identify and address obstacles in relation to tenancy fraud & succession cases.
- Collecting all information in relation to a succession application
- A clear understanding of the legal process in relation to tenancy fraud / successions
- A clear understanding of the court pre-action protocol.
- Applying to court using the PCOL system / manual applications
- Be able to support with preparing witness statements.
- Keeping up to date with legislation changes housing law
- Agreeing targets for productivity and performance during 121s
- Awareness and accountability for performance and effective service delivery for the wider business
- Positive contribution in team meetings and 121s and a proactive approach to identifying service improvements
- Work with the team to deliver the enabling strategies
- Accountability for identifying and addressing obstacles in relation to tenancy fraud / succession by collaborating within the business or external partners and producing time limited action plans
- Provide an efficient and effective customer service, provide the highest level of customer care
- Role model the behavior and values of PA Housing Group
- Make suggestions to improve performance, value for money and efficiency
- Assist in the training and induction of new colleagues within the team
- Support the wider team in tasks outside of normal duties in response to operational needs

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- Clearly explaining rights, obligations and risks associated with tenancy fraud / succession exploring options to mitigate court action and setting clear action plans to resolve problems.
- Initiating prompt legal action
- Clear records of all actions in relation to the tenancy and giving clear feedback to actions taken.
- To support the Income Legal Manager in the delivery of service reviews and change projects.
- Networking and partnership working with other agencies such as Housing Benefit and DWP to remove obstacles
- Attend' all training as specified by management.
- Project a positive image of PA Housing by providing an excellent level of customer service to all customers, including managing complaints.
- Ensure adherence to the PA Housing Equal Opportunities policies, procedures, and diversity strategy in order to provide the best possible service to a diverse customer and colleague base.
- To be familiar with and follow the guidance given by the PA Housing Data Protection Policy in regard to data protection matters.
- Ensure that own performance contributes towards team objectives and performance of the wider business.
- Works and adapts to allow the department to operate efficiently and effectively at all times, constantly seeking to improve.
- Promote a unified culture and purpose across a diverse organisation by role modelling authentic behaviours aligned to PA's values.
- Challenge team members and other colleagues where behaviours fall short of those expected by the business.
- Ensure openness and honesty in all dealings with others.
- Build relationships with stakeholders to promote the effective performance within the team and wider business.
- Challenge existing thinking to identify creative opportunities and avenues for success.
- Comply with all organisational policies, procedures, and guidelines.
- Ensure adherence to the PA Housing Equal Opportunities policies, procedures, and diversity strategy in order to provide the best possible service to a diverse customer and colleague base.
- To be familiar with and follow the guidance given by the PA Housing Data Protection Policy in regard to 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

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will be reasonable and broadly consistent with the responsibilities described above and/or intended to assist PA Housing in meeting its stated objectives.

Qualifications:

- Educated to A level standard or ability to demonstrate experience to meet requirements of this role.
- Part or full CIH qualification or equivalent

Attitude, Knowledge, Skills, and Experience:

Attitude:

- Team player
- Puts customers first
- Passion for service excellence and continuous improvement
- Displays a 'can do' attitude with drive and enthusiasm
- Always lives the PA values
- Commercially focused and business orientated
- Accountable
- Self-aware
- Self-motivated
- Able to provide a great service whilst considering Value for Money

Knowledge:

- A sound knowledge of Landlord and Tenant legislation and best practice
- Clear understanding of social housing and PA's core values
- Good knowledge of housing law and court processes such as pre-court protocol

Skills:

- Communicates effectively
- Customer focused
- Priorities and multi-tasks effectively to meet deadlines
- Ability to build and maintain effective relationships
- Ensures policies and procedures are adhered to
- Strong IT Skills
- High level of numerical and literacy skills evidenced by qualifications and work-related experience
- Ability to meet deadlines
- Strong interpersonal skills
- Assertive and ability to negotiate professionally in challenging situations
- Organised with effective time management skills
- Able to work under pressure with minimal supervision
- Accurate data entry and record keeping skills
- Excellent telephone skills
- Considers Value for Money when approaching and completing a task

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Experience:

- Practical experience of using Landlord and Tenant legislation and best practice
- Experience of professional development and evaluation of personal performance
- Experience of working effectively in a target driven operational environment
- Experience in a customer facing role
- Minimum of 2-3 years' experience within a customer service environment working for a Housing Association or other public service organisation, in a capacity which involved face to face interaction with customers, resolving difficult issues

Core Criteria:

Solving Problems	Situations requiring some degree of evaluative judgement and innovate thinking to analyse, evaluate and arrive at conclusions.
Communication & Influencing People	Interaction is important to the job or role.
Adapting Approaches	Embraces change listens to feedback and compromises as needed.
Delivering Results	Drives own performance
Financial responsibility	An awareness of cost and impact
People Interaction	Direct: Customer Contact Centre, Colleagues in all operational areas, Finance department Indirect: Customers, Stakeholders, PA tenant representatives, Regulatory and support agencies such as LA, Police etc