

JOB DESCRIPTION


Job Title:	Income Legal Officer	Reporting to:	Income Manager
Department:	Income	Location:	Bede Island/Case House
Risk Assessment:	R1: Office Worker	DBS:	Basic

1. Main Purpose of Job

To provide a legal enforcement service to the Income Services Department including preparation, issuing and enforcement of Rent Possession and Money Claim proceedings relating to rent arrears and debt owed to PA Housing by current and former residents; preparation of pre-trial legal documentation relating to proceedings such as Witness Statements; working with external contractors attending Court Hearing's on behalf of PA Housing; and presentation of cases in the County Court relating to rent arrears and debt where Hearings are conducted remotely.

2. Key Tasks and Responsibilities

- To prepare Court proceedings, including enforcement proceedings, for the Income Team using `Possession Claims Online`, `Money Claim Online` and manual processes where necessary and prepare pre-trial legal paperwork including detailed witness statements and a robust pre-Court case file in line with current legislation and policy, current Civil Procedure Rules and the pre-action protocol.
- To negotiate payment arrangements when required and to help prevent evictions, support residents through the legal process and offer general tenancy sustainment support, referring to relevant in-house teams and sign-posting to external support providers where required; to maximise the opportunity of sustaining tenancies and recovering debt.
- To be first-point-of-contact liaison with external contractors employed to represent PA Housing in Court including building networking and stakeholder relationships to maximise the effectiveness of the legal process; and monitoring the performance of these contractors.
- To represent PA Housing in Court, litigation, tribunal or other proceedings for rent arrears and debt, where those proceedings are being conducted remotely including liaising and negotiating with solicitors, advice workers, witnesses, stakeholders and other advocates representing the debtor.
- To keep excellent records in order to generate good quality evidence; prepare reports, statistics and effective case histories and identify appropriate interventions and solutions.
- To support and work with the Income Manager in keeping up to date with current legislation and best practice to ensure high standards and continuous improvement of services, processes and policy reflecting continuing changes in the legal framework.
- To provide advice on court litigation or other proceedings to Income Officers and other colleagues where required.
- To proactively participate in legal forums and other media to ensure current interpretation of housing law, statutory, regulatory requirements and welfare reform.
- To work proactively to build positive relationships with Courts and other key stakeholders including representing PA Housing at Court Liaison Meetings where required if held remotely.
- To support the achievement of Departmental performance targets.
- To have a clear understanding of policy, legislation and best practice relating to debt recovery within a social housing context and environment.

Authors:	Simon Cousins	Approved by:	Emma Conlon	
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This document is uncontrolled if printed			Page 1 of 5	

- To have a clear understanding of Welfare Reform and benefits with the ability to give robust and accurate advice to residents to maximise entitlements.
- To have a clear understanding of customer and PA's obligations as per the tenancy agreement.
- To have an awareness and accountability for performance and effective service delivery for the wider business.
- To make a positive contribution in team meetings and 121s and a proactive approach to identifying service improvements
- To provide an efficient and effective customer service incorporating the highest level of customer service with a proactive approach to improving tenancy sustainment.
- To act as an ambassador for PA Housing Group when attending remote meetings with external stakeholders.
- To support the wider team in reasonable tasks, commensurate with the post outside of normal duties in response to operational needs.
- To clearly explain rights, obligations and risks associated with a tenancy breach, exploring options to mitigate arrears and setting clear action plans with residents to resolve problems.
- To understand and adhere to Group Health & Safety. Lone Working, Data Protection and other policies.
- To attend evening meetings on a very occasional basis if required.

3. Performance Measures

- Achievement of agreed KPIs
- Delivery of prompt and reliable information to staff and stakeholders.
- Seek solutions to problems and remove barriers
- Improve performance, value for money and efficiency.
- Strive to be an expert in your field
- Demonstrate a high degree of professionalism
- Keep accurate notes and files
- Willing to learn and to continue in personal development by attending training and reviewing practice
- Evidence of commitment to service improvement
- Demonstrate a high degree of professionalism and customer care

4. Relationships & Contacts

Internal:-

- Income Management Team, Leadership and Executive Management Team.
- Income Officers, Tenancy Sustainment Team and the Income Hub.
- Colleagues in all operational areas

External:-

- Customers, residents and stakeholders.
- PA involved residents.
- Local Authority`s and the DWP.
- Court`s and Officers of the Court including solicitors
- Regulatory and support agencies.

PERSON SPECIFICATION

Job Title: Income Legal Officer

<i>The criteria below will be used for shortlisting</i> Please cross (x) the appropriate box		
Criteria	Essential	Desirable
Attitude: <ol style="list-style-type: none"> 1. Team player 2. Puts customers first 3. Passion for service excellence and continuous improvement 4. Displays a 'can do' attitude with drive and enthusiasm 5. Always lives the PA values 6. Commercially focused and business orientated 7. Accountable 8. Self-aware 9. Self motivated 10. Professional approach to customer service 11. Able to provide a great service whilst considering Value for Money 	<p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p>	
Qualifications: <ol style="list-style-type: none"> 1. Educated to A level standard or ability to demonstrate experience to meet requirements of this role. 2. Part or full CIH qualification or equivalent 	<p>x</p>	<p>x</p>
Skills: <ol style="list-style-type: none"> 1. Communicates effectively 2. Customer focused 3. Prioritises and multi-tasks effectively to meet deadlines 4. Ability to build and maintain effective relationships 5. Ensures policies and procedures are adhered to 6. Strong IT Skills 7. High level of numerical and literacy skills evidenced by qualifications or work related experience 8. Ability to meet deadlines 9. Strong interpersonal skills 10. Assertive and ability to negotiate professionally in challenging situations 11. Report writing skills 12. Organised with effective time management skills 13. Able to work under pressure with minimal supervision 14. Accurate data entry and record keeping skills 15. A full, clean driving license and access to a car with insurance for business use 16. Considers Value for Money when approaching and completing a task 	<p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p>	<p>x</p>

The criteria below will be used for shortlisting Please cross (x) the appropriate box

Criteria	Essential	Desirable
Knowledge: <ol style="list-style-type: none"> 1. An excellent knowledge of best practice and statutory/contractual issues relating to income and debt recovery including court/legal processes and the pre-action protocol. 2. Clear understanding of social housing and PA's core values. 3. Good knowledge of benefits and an understanding of the impact of Welfare Reform. 4. An understanding of the difference between priority and secondary debts. 	x x x x	
Experience: <ol style="list-style-type: none"> 1. Practical experience of using Landlord and Tenant legislation and best practice. 2. Experience of professional development and evaluation of personal performance 3. Experience of working effectively in a target driven operational environment 4. Experience in a customer facing role 5. 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 	x x x x x	

ACCEPTANCE

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by the Line Manager; the responsibility level of any other duties should not exceed those outlined above.

A copy of this Job Description should be signed and returned within 10 days signifying your acceptance. Please return to HR, PA Housing Group, 3 Bede Island Road, Leicester, LE2 7EA.

I hereby accept the job description.

Name: Block Capitals

Signed:

Date:
