

## Role Profile – Family/Tier 5+

Job Title:	Reporting to:
ASB Legal Officer	Tenancy Legal Team Manager
Directorate:	Location:
Customer Services	Blended – Home and PA Offices and properties
Risk Assessment:	R1: Office Worker



### Role Purpose:

As the ASB Legal Officer at PA Housing, you will play a critical role in protecting the well-being and rights of our residents (including vulnerable individuals) and ensure the legal integrity of tenancy agreements and breaches.

By upholding the rights of tenants and promoting fair and equitable tenancy practices, you would support the creation of a harmonious and legally sound housing environment.

You will support the delivery of our ASB legal enforcement service including preparing and issuing court actions as the first stage of legal proceedings. This will cover injunctions, contempt of court applications, and possession proceedings, ensuring cases are ready for legal representation. Work closely with solicitors and other legal professionals appointed by PA Housing to ensure all necessary documentation such as witness statements and supporting evidence is accurately prepared for court and other hearings.

You will work closely with the Manager of the team to deliver the overarching, strategic aims of the business and achieve positive outcomes for PA Housing and our residents.

### Tier Impact Statement:

Deliver day to day operational activity focused on internal and external customer management and overall team wellbeing. A potential leader of the future you will focus on outstanding operational performance constantly seeking improvement. You will role model best behaviours ensuring open and honest interaction with colleagues, residents and teams to develop trust and challenge when things aren't right and offers a solution wherever possible. This role requires a dedicated professional with a strong understanding of tenancy law and a commitment to ensuring legal compliance and fairness in tenancy practices within housing.

### Key Accountabilities:

#### Customer Focus:

- Be a 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:

- Ensure adherence to tenancy laws, regulations, and policies, and provide guidance to ensure legal compliance in all aspects of tenancy management.

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- Manage eviction proceedings in accordance with legal requirements, ensuring procedural fairness and compliance with due process.
- Conduct legal research on tenancy law, case precedents, and relevant legislation to inform decision-making and support legal arguments.
- Assist in the development and implementation of tenancy-related policies and procedures, ensuring alignment with legal requirements and best practices.
- To work proactively to build positive relationships with Courts and other key stakeholders including representing PA Housing at Court Liaison Meetings where required.
- To support the achievement of Departmental performance targets.
- To have a clear understanding of policy, legislation and best practice relating to ASB within a social housing context and environment.
- To have a clear understanding of customer and PA's obligations as per the tenancy agreement.
- To provide an efficient and effective customer service incorporating the highest level of customer service with a proactive approach to improving tenancy sustainment.
- 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 prepare Court proceedings, including enforcement proceedings 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 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 when needed, in litigation, tribunal or other proceedings, where those proceedings are being conducted, including liaising and negotiating with solicitors, advice workers, witnesses, stakeholders and other advocates.
- 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 provide advice on court litigation or other proceedings to 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.

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### 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.
- Represent PA Housing at relevant forums and meetings.
- To work in collaboration with key partner agencies, in order to safeguard customers, take effective enforcement and utilise all tools available when addressing cases.

### Performance Management:

- Have a clear and consistent approach, with case management that reflects policy with timely intervention and positive assistance for residents.
- 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.
- 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 and customer care.
- Willing to learn and to continue in personal development by attending training and reviewing practice.
- Ensure that records are accurately and timely recorded, including the updating of databases and the housing management system.
- Ensuring all expenditure is within budget guidelines, and properly authorised in line with PA Housing policies.
- Ensure that own performance contributes towards team objectives and key performance of the business.
- CSAT scores
- Use of People Safe device

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### **Innovative Thinking:**

- Break the mould! Encourage creative solutions and challenge the housing norms.
- Explore fresh approaches to boost 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:**

- Contribute to the effective and efficient running of the service and division to achieve targets and objectives that are set, ensuring the team's customer services standards are always met.
- Ensure that own performance contributes towards team objectives and performance of the wider business.
- Work and adapt to allow the department to always operate efficiently and effectively, 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 performance or 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 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:

Qualifications and/or training that demonstrates that the person has the appropriate calibre for the post and can keep abreast of the challenges of the specialist/professional areas managed.

### Knowledge, skills, and experience:

#### ESSENTIAL:

#### 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.
- Minimum of 2-3 years' experience working for a Housing Association or practice.
- Experience in injunction applications and possession proceedings.
- Excellent communication skills, both written and verbal, with the ability to convey legal concepts clearly and effectively.
- Detailed knowledge of housing law.

#### 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.

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### 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.
- Connecting with different customer segments – whether they're vulnerable, hard-to-reach, or wonderfully diverse – is where you shine.

#### Skills and Abilities:

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

### Core Criteria:

<b>Solving Problems</b>	Situations requiring some degree of evaluative judgement and innovate thinking to analyse, evaluate and arrive at conclusions. Uses own initiative to solve problems where possible and recognises when to escalate to someone more senior.
<b>Communication &amp; Influencing People</b>	Interaction is important to the job or role. Building relationships, influencing others using empathy and assertiveness.
<b>Adapting Approaches</b>	Embraces change listens to feedback and compromises as needed. Role model's behaviours to support organisational change.
<b>Delivering Results</b>	Drives own performance and that of the team.
<b>Financial responsibility</b>	An awareness of cost and impact. Some understanding of financial and budget management.
<b>People Interaction</b>	<b>Direct:</b> includes day to day interaction for the role internally and externally <b>Indirect:</b> Includes less frequent interaction and more typically external.