

Role Profile – Family/Tier 5+

Job Title:	Reporting to:
Tenancy Legal Team Manager	Tenancy Legal Manager
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 Tenancy Legal Team Legal Manager at PA Housing, you'll play a pivotal role in enhancing the resident experience and fostering strong community relationships.

You will play a pivotal role in supporting the Tenancy Legal Manager to ensure compliance with relevant laws and regulations within social housing.

This role requires a dedicated professional with a passion for ensuring fair and lawful recovery practices. You will be responsible for managing legal aspects related to recovery work. The primary objective is to uphold tenant rights, maintain property integrity, and mitigate legal risks.

Tier Impact Statement:

Delivers 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.

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.
- Build up a professional working relationship with our chosen solicitors, hold monthly case reviews, and more urgent reviews where necessary.
- Provide legal guidance and support to internal stakeholders on matters related to recovery, eviction proceedings and ASB legal cases.
- Ensure adherence to all relevant tenancy laws, regulations, and policies.
- Represent PA in legal proceedings, including eviction cases and resident disputes when necessary.
- Identify and mitigate legal risks associated with recovery and tenancy issues, ensuring proactive measures are in place to address potential liabilities.
- Ensure efficient service delivery, responsiveness, and customer satisfaction.

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- To keep abreast of legislative and other changes within the sector to ensure compliance. This includes legislative changes for Anti-Social Behaviour and Income Legal recovery.
- Provide monthly performance reports, using statistical analysis to address hot spot areas and identify trends.
- To set and monitor individual and team targets for key areas of performance.
- To manage performance processes in accordance with corporate policies with accurate records and SMART improvement plans
- Focus on achieving agreed performance targets by the end of each financial year.
- Develop KPI's and SLA's in line with the business.
- Set clear expectations of all individuals and discuss performance on a regular basis, carrying out one to ones, spot checks, monitor and manage sickness absence within the team.

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 Income legal recovery and Anti-Social Behaviour.
- 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.

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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.
- 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.
- 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.
- 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.

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Paragon Asra

PA Housing

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- Promote a unified culture and purpose across a diverse organisation by role modelling motivating and authentic leadership aligned to PA's values and behaviours,

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.
- 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:

Will hold a relevant professional housing qualification (desirable) and / or will be educated to degree level or equivalent experience.

Attitude, Knowledge, Skills, and Experience:

Attitude:

- Customer-focused, with a sixth sense for anticipating needs.

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- Collaboration - fostering a positive team culture.
- Taking responsibility and accountability.

Knowledge:

- 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

Skills:

- Excellent communication skills, both written and verbal, with the ability to convey complex legal concepts clearly and effectively.
- 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
- Strong analytical and problem-solving skills, with the ability to evaluate legal issues and propose practical solutions.

Experience:

- Leading and managing teams, projects, and budgets.
- 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.
- 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.
- 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

Core Criteria:

Solving Problems	Situations requiring some degree of evaluative judgement and innovate thinking to analyse, evaluate and arrive at conclusions. Uses own initiative to solve
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	problems where possible and recognises when to escalate to someone more senior.
Communication & Influencing People	Interaction is important to the job or role. Building relationships, influencing others using empathy and assertiveness.
Adapting Approaches	Embraces change listens to feedback and compromises as needed. Role model's behaviours to support organisational change.
Delivering Results	Drives own performance and that of the team.
Financial responsibility	Some understanding of financial and budget management.
People Interaction	Direct: Director of Income and Homemoves, Head of Anti-Social Behaviour, Tenancy Sustainment, relevant service leadership, team colleagues. Indirect: All colleagues, residents, auditors, and regulators.