

ASB & Legal Officer

Grade

F

Contract Type

Regional Worker

Service Manager – Sales & Lettings



Regional Housing Manager



ASB & Legal Officer



No Direct Reports

Department

Housing
Management



Central Lettings

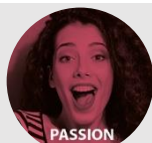
Role Overview

Provide exceptional community safety services, managing and resolving a range of cases including Tenancy Breaches, addressing and reducing Anti-Social Behaviour (ASB) to improve neighbourhoods and sustain tenancies

RESPONSIBILITIES

- Responsible for the investigation and resolution of nuisance, tenancy breaches and ASB cases within a dedicated patch area whilst maintaining high standards of customer focused case work.
- Investigate reports of hate crimes, domestic abuse and issues impacting community unity, managing and effective resolution of complex cases, working with Tenancy Support Officer and Tenancy Management Officers, including providing support for preparation and attendance at Court.
- Use a range of legal remedies to provide the most effective resolution for customers and the business. Prepare all pre-court paperwork, and all court applications, including affidavits and court applications. Instigate all court action, as the first stage of legal proceedings in ex-parte injunctions, full injunctions and possession proceedings, self-representing at court in all cases unless there is a requirement for legal representation to attend.
- Ensure any safeguarding /complaints cases assigned to you are handled in line with the Group's policy, approach and timeframe and subsequent local actions, learning or improvements are implemented.
- In hearings and pleadings where legal representation is required, to liaise with and assist any solicitors and other legal experts appointed by Your Housing Group, to ensure that all relevant paperwork and documentation, including witness statements, are prepared for court and other hearings.
- Develop and maintain strong and effective relationships with key stakeholders within the community safety, statutory and non-statutory sectors to enable a strong multi-agency approach to resolving cases.

Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Represent the Group at liaison meetings, including Joint Action Group meetings, with partner Housing Associations, Police and other external stakeholders to consult and agree action in cases involving Your Housing Group customers or where Your Housing Group has an interest.
- Visit victims, perpetrators and witnesses in cases of anti-social behaviour, nuisance and harassment, to ensure that evidence is collected, and witness statements taken were applicable to aid with the preparation of legal cases.
- Maintain an up to date knowledge of all relevant legislation, case law and good practice relating to tenancy compliance, anti-social behaviour, nuisance and harassment.
- Respond to complaints and queries from local Councillors relating to Tenancy Enforcement Issues.
- Ensuring a flexible and proactive approach is taken to hours of operation in order to establish and maintain contact with identified residents.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- Ability to make clearly and effective verbal representations
- Strong problem solving skills
- Ability to use a variety of IT systems
- Ability to manage and prioritise own workload
- Strong verbal and written skills, with ability to understand complex legal issues and complete court case papers
- Effective interpersonal and communication skills, with the ability to clearly communicate information to different audiences

ESSENTIAL REQUIREMENTS

- ✓ Aware of best practice in safeguarding adults and children
- ✓ Familiar with relevant legal paperwork and documentation
- ✓ Experience of working within a Housing / Tenancy Enforcement setting
- ✓ Experience of taking witness statements
- ✓ GCSE Maths and English (or equivalent)
- ✓ Good knowledge of Housing Legislation, Tenancy / Housing Management including ASB, crime and disorder, compliance and sector best practice
- ✓ Good understanding and management of compliance, health, safety and risk
- ✓ Good level of experience in legal process where legal representation is required, including hearings and pleadings
- ✓ Experience liaising with, and assisting, solicitors and legal experts

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & Use of own vehicle
- ✓ Effective stakeholder management, both internally and external to the organisation