ROLE PROFILE

ASB & Legal Officer

Grade	Contract Type
Your - 05	**Regional Worker**

Service Manager – Housing Management

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ASB Team Leader

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ASB & Legal Officer

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No Direct Reports

Department

Housing Management → **Housing Management**

Role Overview

Provide exceptional community safety services, managing and resolving a range of cases including tenancy breaches, responding, and reducing antisocial behaviour (ASB) to improve neighbourhoods and sustain tenancies.

This post is subject to a BASIC DBS check.

RESPONSIBILITIES

- Responsible for the investigation and resolution of nuisance, tenancy breaches and ASB cases within a dedicated regional area whilst maintaining high standards of customer focused case work.
- Investigate reports of hate crimes 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 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



Through our passion for housing, more people have a safe place to call home

- 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 clear 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 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
- ✓ Experience of taking witness statement and GCSE Maths and English (or equivalent)
- ✓ Experience of working within a Housing/Tenancy Enforcement setting
- ✓ Good level of experience in legal process where legal representation is required, including hearings and pleadings, liaising with and assisting solicitors and legal experts
- ✓ 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

BENEFICIAL TO THE ROLE

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