

ROLE PROFILE

Job Title:	Reports to:	Department:	Team:	Grade:
ASB & Legal Officer	Regional Housing Manager	Housing and Customer Services	Housing Management	F

<p>Job Purpose:</p> <p>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.</p>	<p>Competencies:</p> <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability
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Key Responsibilities:

1. 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.
2. 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.
3. As required - use a range of legal remedies to provide the most effective resolution for customers and the business. To prepare all pre-court paperwork, and all court applications, including affidavits and court applications
4. 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.
5. 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.
6. 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.
7. 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.
8. 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.
9. 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.
10. 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.
11. Respond to complaints and queries from local Councillors relating to Tenancy Enforcement Issues within SLA's
12. Ensuring a flexible and proactive approach is taken to hours of operation in order to establish and maintain contact with identified residents
13. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Good knowledge of Housing Legislation, Tenancy / Housing Management including ASB, crime and disorder, compliance and sector best practice • Aware of best practice in safeguarding adults and children • Good understanding and management of compliance, health, safety and risk • Familiar with relevant legal paperwork and documentation 	
Skills	<ul style="list-style-type: none"> • Ability to make clearly and effective verbal representations • Ability to manage and prioritise own workload • Strong verbal and written skills, with ability to understand complex legal issues and complete court case papers • Strong problem solving skills • Ability to use a variety of IT systems • Effective interpersonal and communication skills, with the ability to clearly communicate information to different audiences 	

	Essential	Desirable
Experience	<ul style="list-style-type: none">• Good level of experience in legal process where legal representation is required, including hearings and pleadings• Experience of working within a Housing / Tenancy Enforcement setting• Experience liaising with, and assisting, solicitors and legal experts• Experience of taking witness statements	<ul style="list-style-type: none">• Effective stakeholder management, both internally and external to the organisation
Qualifications/Education	<ul style="list-style-type: none">• GCSE Maths and English (or equivalent)	<ul style="list-style-type: none">• Full UK Driving License and access to own vehicle
People Management Responsibility?	No line management responsibility	
Budgetary Responsibility?	No budgetary responsibility	
Key Relationships (internal/external)	Your Housing Group colleagues at all levels. Residents, Local Authority departments, Voluntary Agencies, Police, Elected Members, Community Leaders, other Registered Providers	
Safeguarding of Children Young people and Vulnerable Adults Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.		

Key Role Performance Indicators
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| <ol style="list-style-type: none"> 1. Ensure that all new cases of ASB and tenancy breaches are reported to YHG are triaged and responded to within 24hrs 2. YHG's single point of contact in relation to all cases of ASB 3. Provide colleagues with relevant legal advice within appropriate time scale 4. Manage budgets in relation to legal cases not exceeding agreed cost by line manager 5. All complaints to be responded to within designated SLA timeframes |
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Date Role Profile Created/Updated:	February 2021
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