

Role Profile

Role Title:	Solicitor - Housing
Department:	Housing Legal Team, Operations
Role Purpose:	<ul style="list-style-type: none"> • To provide a quality in-house service which provides sound legal advice, to the organisation, on housing management and tenancy enforcement matters particularly those involving anti-social behaviour and disrepair as well as carry out all necessary work to issue or defend and progress claims and applications, in respect of the same, to their conclusion. • Promote, develop and maintain the reputation of Midland Heart with external agencies, including but not limited to the Courts, panel solicitors, Defendants' representatives and support agencies as well as its stakeholders. • To help develop Midland Heart resources, to manage tenancies, and reduce legal spend and any risk to organisation.
Reporting to:	Senior Solicitor - Housing
Responsible for:	N/A
Disclosure level:	Basic DBS and Social Media Check
Role Level:	Frontline Worker

Key Role Responsibilities	<ul style="list-style-type: none"> • Be a contact for housing management and tenancy management related legal advice. • Provide advice and support to the wider Housing Legal Team and any other internal departments on both housing management matters as well as the litigation process(s) in respect of the same. • Maintain and, where necessary, develop internal working relationships to ensure that any legal matters involving Midland Heart are dealt with efficiently and effectively. • Ensure all court hearings are attended whether by yourself, other colleagues within the Housing Team (where appropriate), Counsel or representatives from the legal panel. This will require travel to courts serving the areas in which Midland Heart has its stock. • Ensure anyone attending court on your matters obtains all
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	<p>necessary information and prepares for all court hearings so as to obtain the best outcome for Midland Heart and its customers.</p> <ul style="list-style-type: none"> • Keep abreast of court procedures, changes to Civil Procedures Rules (including Pre-Action Protocols) and any changes effected by Case law. • Use your own initiative to solve problems created by any such changes and to both improve processes and maximise efficiency. • Provide training to staff, when requested, in relation to all and/or any legal processes associated with the various actions available for dealing with housing management issues. • Prepare all notices, pleadings, and witness statements, at all necessary stages of proceedings. • Keep updated with any new, or altered, Midland Heart policies. • Participate in any team or other internal meetings, working groups or training sessions and where appropriate. • Work flexibly within your skill level to respond to changing priorities both within your immediate team and the wider Housing Legal Team. This will include providing cover, and support, for other staff when required. • Promote and maintain Midland Heart's reputation with external organisations. • To assist with overseeing work produced by members of the Housing Legal Team, when requested to do so by the Senior Solicitor – Housing. • To undertake advocacy on casework, where possible, and increase complexity of advocacy undertaken, including attendance at open court hearings, and also reduce costs to the organisation in the form of Counsel spend. • To present a positive and professional image of Midland Heart. • Contribute to wider team objectives, which may include, assisting with the management of cases involving disrepair/housing conditions and/or rent arrears. • Ensure complex anti-social behaviour and tenancy management cases are well administered.
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<p>Education,</p>	<ul style="list-style-type: none"> • Qualified Solicitor, registered as practising with the SRA, with up
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<p>Qualifications and Training</p>	<p>to 3 years PQE.</p> <ul style="list-style-type: none"> • Knowledge and experience of Housing Law and the law relating to Landlord and Tenant is essential. • Experience of working within a Local Authority setting or for a Registered Provider of Social Housing, is desirable. • Willingness and ability to travel across a wide area, which includes locations that are inaccessible using public transport.
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • Knowledge of Housing Law relating to possession proceedings and of the Civil Procedure Rules relating to the same as well as general civil litigation. • Knowledge of all remedies available to Registered Providers, and other agencies, for dealing with anti-social and criminal behavior and an understanding of current best practice in the management and prevention of anti-social behaviour and other breaches of tenancy. • Experience of drafting pleadings, notices and legal correspondence. • Experience of attending, and presenting at, Court Hearings in the County Court (both in chambers and in open court) including but not limited to committal hearings, on notice injunction hearings, possession hearings involving grounds for possession other than rent arrears. • Knowledge of the General Data Protection Regulations in relation to the disclosing of information to external sources. • Enthusiasm for, and experience of, a team approach to working, paired with the ability to work independently when required. • Experience of delivering high standards of customer service. • Ability to deal with complex situations logically, with clear thinking and perseverance whilst under pressure. Experience of dealing with cases where lack of capacity is raised as an issue is desirable. • Understanding the challenges of working with hard to reach groups. • Ability to manage a busy and varied workload.
<p>Role Specific Skills & Behaviours</p>	<ul style="list-style-type: none"> • Ensure all customers, including the Housing Legal Team's internal clients, receive an efficient and quality service. • Have a methodical, organised approach to work and self-

motivation to complete tasks to the required quality and within timescales.

- Be able to prioritise competing demands.
- Be flexible as to working hours, location and tasks so as to ensure, given the nature of the work, direct reports and colleagues are supported and the service provided.
- Be positive, approachable, diplomatic, polite and professional.
- IT and Word processing skills sufficient to prepare legal Notices, witness statements, excel spreadsheets and the extraction of information and forms from Midland Heart's computer systems.
- Excellent communication skills across all levels including but not limited to written and verbal skills sufficient to produce reports, briefings, letters as well as meeting and liaising with counsel and Midland Heart witnesses at court and attending meetings on behalf of Midland Heart with other agencies.
- Excellent administrative skills.
- Ability to work individually and proactively.
- Excellent interpersonal skills.
- Outstanding attention to detail.
- Effective organisation and time management skills with the ability to work to tight deadlines whilst maintaining high standards and good client care.
- Good decision-making skills.
- Is able to work to Midland Heart values.
- Ability to be flexible.
- Dedicated to delivering excellent results.
- A desire to develop skills in the area of housing and civil litigation.
- Commitment to Equality and Diversity.