



Job Profile

(non-management level)

JOB TITLE:	Litigation Case Officer
GRADE:	POA
POST NUMBER:	
JOB TIER:	5 (non-management)
DBS CHECK:	Standard
GROUP:	Corporate
SERVICE:	Legal Service

REPORTING STRUCTURE

Reports to:	Principal Lawyer for Litigation and Public Protection (or as delegated)
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Direct Reports:	0
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Indirect Reports:	0
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ROLE PURPOSE:

In the role, the Litigation Case Officer will be required to (amongst other things) provide a high quality and professional service to proactively progress allocated litigation cases in accordance with all the relevant legislative and procedural requirements in a timely, efficient and cost-effective manner. Additionally, the Litigation Case Officer will be required to provide administrative support to the Litigation and Public Protection team (and/or possibly other Legal Services' teams) to assist in supporting the day-to-day operations of Legal Services as well as the service delivery that is provided to clients.

The Litigation Case Officer will have a large and varied caseload of housing matters which will include, but is not limited to, possession proceedings and disrepair claims. Additionally, the Litigation Case Officer will be required to assist with prosecution work. The influx of work in this area is high and subsequently the Litigation Case Officer's caseload will be large with various matters that will need progressing under robust deadlines. Therefore, the Litigation Case Officer is required to be proactive with a 'can do' attitude and approach towards this demanding line of work and time sensitive caseload.

This line of work could have various complications and procedural hurdles and therefore it will require a strong degree of joined up working with other Council departments, as well as possibly liaising with external agencies and third parties to achieve the desired outcomes for the Council. The Litigation Case Officer must carry out this line of work in an expeditious and effective manner whilst keeping good relations. As such, the Litigation Case Officer must understand the sensitivity of this line of work and the possible risks that it involves. Accordingly, the Litigation Case Officer is required to reinforce a culture of integrity, ethical behaviour and 'putting our residents first' across the service.

In the role, the Litigation Case Officer will be expected to, amongst other things, draft legal documents including court claims (under supervision where necessary), helping with bundling, filing and serving of documents, attending court (including advocacy), as well as carrying out legal research, and generally progressing cases to completion (and desired outcomes). Additionally, the Litigation Case Officer is required to assist in maintaining the financial progress and performance relating to their allocated cases, and they will ensure that all administrative and office procedures are adhered to.

A. Job Description

Litigation Case Officer

1. Resident and Community Contribution

- To demonstrate an understanding of the Council's Customer Care Standards and to ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- To proactively manage a large and demanding caseload to ensure that all documentation is collated to overcome the procedural complications that may be present and to comply with all legislative requirements to effectively progress cases in a timely and cost-efficient manner.
- To liaise with other Council departments, third parties, and other persons for the progression of cases whilst maintain an understanding to the sensitivity of this line of work and the risks that it involves and to manage such risks accordingly.

- To deal with legal matters and tasks as delegated by the principal lawyer (or as delegated) in an efficient and cost-effective manner whilst providing a high-quality professional service to the Council.
- To understand and implement awareness in relation to the objectives concerning capacity and the Council's public sector duties with regards to protected characteristics.

2. People Management

- No direct supervisory responsibility.

3. Operational Service Delivery

- Provide high quality legal support in the day-to-day operations entailed in maintaining the processes and performance of the Legal Services team.
- To take conduct of and responsibility for effective progress of cases relating to (but not limited to) possession proceedings, disrepair claims, gas and electrical injunctions or warrants and prosecutions (amongst other things).
- Gather information from other client departments, third parties, and other persons and review such information or documents to be in a position to progress cases and to comply with legislative and procedural requirements as well as to maintain integrity and compliance of the Council's public sector duties when progressing cases.
- To draft and prepare legal documentation including pleadings, claims, statement of cases and other court or tribunal documents, and to be the first point of contact with the court and client departments in this regard. To attend court (which includes advocacy) as and where required.
- Carry out all clerical and administrative duties as required, including any other duties commensurate with the general level of the post particularly in relation to any designated project work.
- To open and close files and operate all files under this project in accordance with the LEXCEL standards and practices, and to be responsible for managing deadlines or directions are complied with, and to despatch copies of all appeal and other documents (such as legal agreements), as requested, both internally and externally.
- Maintain an awareness of the Council-wide policies such as equality, data protection, customer care, enforcement, and the Council's complaints procedure. To assist with any templates or procedure notes

that may be drafted to further the efficient progression of such cases in the future.

4. Contacts

- Contact will be varied between, but not limited to, other client departments, external third parties, and other persons which can include residents or tenants' family members, representative bodies, other legal representatives and the court.
- Establish and maintain good professional relations with others and to develop positive working relations which could make work more time efficient and cost-saving.

5. Service Improvement

- Implement continuous monitoring of cases and ensure that service delivery meets targets and objectives.
- Review the data from the progression of cases to manage the implementation of improvement and propose initiative changes that could perhaps progress the cases more expeditiously and efficiently.
- Assist the principal lawyers with drafting of any templates or procedure notes which could be used in the future to carry-out and manage the service demand in this area moving forward.

6. Financial & Resource Management

- Demonstrate a cost-consciousness and identify any cost-effective changes to own way of working. Ensure that the Council financial detriment ceases (or is mitigated), and that the Council's resources are not necessarily depleted by progressing cases in a cost, expense and resource effective manner.
- Ensure that the Council's financial interest and resources is projected in terms of costs orders or orders for damages and/or in achieve desired outcomes such as (but not limited to) obtaining possession of properties which can enhance housing stocks.

7. Additional Responsibilities

- To complete all other reasonable tasks required to fulfil the role purposes or as instructed by management.

8. Key Performance Indicators

- Delivery of PADA objectives. Other data monitoring in relation to designated cases or area of work. Time recording and case management data analysis.

B. Person Specification

Litigation Case Officer

This person specification will be used for recruitment to Litigation Case Officer role. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS (list)	ESSENTIAL ✓	DESIRABLE ✓
A degree or diploma (or similar level qualification) in law or housing management.		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	ESSENTIAL ✓	DESIRABLE ✓
Demonstrable interest in developing a career in the legal field and/or in housing litigation.	✓	
Knowledge in relation to social housing or housing law including secure tenancies.	✓	
Knowledge in relation to capacity and how this is relevant to court proceedings.	✓	
Knowledge in relation to court proceedings including for possession and disrepair matters	✓	
Willingness to work and train simultaneously.	✓	
Ability to undertake all required training.	✓	
Ability to carried out joined up working with other departments or third parties.	✓	
Able to work flexibly to meet the needs of the service including varying start and finish times as required.	✓	
3. EXPERIENCE (describe)	ESSENTIAL ✓	DESIRABLE ✓
Recent experience in dealing with housing matters including disrepair and possession matters.	✓	
Experience in presenting cases at court.	✓	

Experience of working both individually and as part of a team.	✓	
Experience of working in a line of work where capacity has been a serious concern.		✓
Experience of working in a line of work where you are required to liaise with third parties and other departments for information.	✓	
4. KNOWLEDGE & SKILLS (list)	ESSENTIAL ✓	DESIRABLE ✓
Competent user of ICT including word, excel and email with the ability to learn new systems.	✓	
Ability to communicate effectively both in writing and on the telephone, remaining polite at all times.	✓	
Knowledge of housing law and procedures.	✓	
Ability to organise and prioritise workloads, ability to meet deadlines and provide regular reports on progress.	✓	
Ability to work quickly and maintain accuracy and attention to detail.	✓	
Ability to seek guidance and support where needed.	✓	
Sound awareness of confidentiality and GDPR.	✓	
Ability to carry out research to refresh knowledge and/or to learn new skills and expertise in different areas of work and adapt to the same.	✓	
5. COMPETENCES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Committed to delivering the goals and priorities of the Council, and visibly seeks to improve the Council’s service delivery. Remains motivated, even when under pressure, to ensure that a high standard service to the customer is maintained.	✓	

Presents options and not problems and celebrates the Council's success as well as their own.		
Takes responsibility and delivers results Maintains focus when dealing with a variety of tasks or priorities, seeking early guidance and support when necessary, and responding to that guidance to ensure that daily tasks are completed. Sets a positive example in performance for others to follow. Maintains focus when dealing with a variety of tasks or priorities, seeking early guidance and support when necessary, and responding to that guidance to ensure that daily tasks are completed. Can work on initiative and monitors work to ensure that it is on track.	✓	
Team working Makes a positive contribution to a team by listening and engaging with others, showing consideration to colleagues, working flexibly and proactively offering support and assistance to other team members and other teams. Builds effective relationships and connections within and between teams, and takes opportunities to share ideas, knowledge and good practice with others. Capable of putting the Council's interest first, and is aware of members', partners' and stakeholders' needs and wider issues.	✓	
Communication Able to answer standard queries from the public clearly and accurately, and draft clear and concise letters and or emails or court documentation. Able to answer standard queries from the public clearly and accurately, and draft clear and concise letters and or emails. Able to express self, ideas, and concepts with ease, both orally and in writing. Presents information clearly and simply.	✓	

Ability to listen, question (where appropriate and necessary) and provide clarity to ensure full understanding and inspire confidence. Adapts style to suit the needs of the audience and can deal with a wide range of people in a professional and confident manner.		
Customer Care Identifies customer needs, providing solutions to these needs that take into account the diversity of customers. Raises residents' satisfaction in our service, team, and the Council. Communicating consistent positive and realistic messages about the Council. Acts as an ambassador for the Council and recognises the importance of their role and the perception of the public. Recognise the need to obtain regular feedback from service users and takes such feedback to measure service delivery is adjusted (where necessary and appropriate). Welcoming to everyone who contacts us and being helpful, polite and courteous. Respecting each and every customer, colleague, service user, client, stakeholder, and others. Taking time to listen and understand and demonstrate empathy. Give clear information about service and standards and timescales.	✓	
Takes ownership of personal development Committed to reflecting on own performance, seeking and accepting constructive feedback and learning from own experiences. Positively contributes to the PADA process. Proactively recognises and engages in learning and development activities to improve knowledge and skills. Regularly reviews own performance and assesses own potential to develop. Self-aware, and admits mistakes and aims to learn from them. Gives and	✓	

seeks to receive constructive feedback. Shares learning and expertise.		
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Equalities and diversity are essential throughout all of the competencies. However, when assessing an employee's recognition and work towards equalities and diversity, particular regard should be given to the "team working" and "customer care" employee competencies.