HILLINGDON
LONDON

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JOB TITLE:	Legal Assistant - Property
GRADE:	Scale 6
POST NO:	TBC
JOB TIER:	5 (non-management)
DBS CHECK:	Not required
GROUP:	Administration
SERVICE:	Legal - Housing & Property Team

REPORTING STRUCTURE

Reports to:	Principal Lawyer for Section or nominated Deputy and Office Managing Partner for Solicitor Regulation Authority requirements
Direct Reports:	No. of people directly supervised: Nil
Indirect Reports:	No of people indirectly supervised: Nil

INVESTOR IN PEOPLE

ROLE PURPOSE:

To undertake the full range of conveyancing work of the Council and to assist in the provision of an efficient and cost effective legal service to the Council and its departments.

To provide high quality legal support in the day to day operations of the service in accordance with Lexcel procedures.

A . J ob Des cr ipt ion
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1. Resident & Community Contribution

To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

No direct su*pervisory responsibilit*y however may be requirement to assist in induction and training of peers and new employees.

3. Operational Service Delivery

Conduct of acquisition and disposal matters and other routine conveyancing work as required, concentrating on right to buy and buy back transactions.

To undertake legal and factual research, prepare briefing materials, monitor new legislation, draft precedents, develop and maintain a legal resource library and bring to the attention of the legal team any significant developments in case law or statute.

Prepare, negotiate, draft and agree routine legal documentation and forms and all documentation associated with the legal process.

To instruct Counsel as necessary.

To attend and advise at meetings, court proceedings, working parties and committees as necessary and, where appropriate, to act as an advocate on behalf of the Authority.

To ensure that the relevant authority has been obtained prior to the completion of every transaction.

To undertake special projects as directed.

To carry out such other duties as may be required, from time to time, commensurate with the general level of the post.

4. Service Planning & Development

Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Service Improvement

To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

Internal: All Council staff up to and including Director level.

External: All staff in other authorities, external auditors, suppliers, Courts and other organisations as appropriate.

8. Additional Responsibilities

Compete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

PADA and monthly supervisions, work reviews and team meetings

B . P er s on Spec if ic at ion

(n o n - ma na ge men t leve l)

Property Assistant

This person specification will be used for recruitment to the **Property Assistant** vacancy in LBH. It will form the basis of the application form, and candidates will be

1. QUALIFICATIONS (list)	**ESSENTIAL**	**DESIRABLE**
To have the necessary academic and/or vocational qualifications required by the Solicitors Regulation Authority and be admitted as a student member of the Solicitors Regulation Authority and have successfully completed the entire Legal Practice Course Knowledge of the constitutional framework of Local Authorities and the role they within their communities a Local Authority		
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	**ESSENTIAL**	**DESIRABLE**
To listen in face to face situations and solve problems. To work constructively and co-operatively with other members of staff at all levels. To work in a professional and a political manner. To have a pleasant and personable manner and disposition. To anticipate problems and find a solution to them.		
3. EXPERIENCE (describe)	**ESSENTIAL**	**DESIRABLE**
Experience of dealing with all types of routine residential and commercial property matters and transactions Experience of property and Landlord & Tenant law, particular carrying out title searches, preparing reports on title and carrying out necessary action to ensure clean title		

4. KNOWLEDGE & SKILLS (list)	**ESSENTIAL**	**DESIRABLE**
Good communication skills both oral and written and the ability to explain issues clearly, objectively and in a personable manner		
Accurate keyboard skills		
Knowledge of word processing skills (Office 2000, Excel, Outlook, e-mail etc.)		
Ability to communicate effectively		
Ability to organise and prioritise workloads		
Ability to meet deadlines and report on process in a timely, concise and effective manner		
Ability to recognise and deal appropriately with sensitive issues and maintain confidentiality and to ensure the security of data at all times.		
Ability to be flexible and a good team player		
Good knowledge of property and landlord and tenant law		
To express opinions and ideas in a logical and persuasive manner		
To debate legal points in a pragmatic and impartial way		
Advocacy skills where necessary		
Knowledge of the concept of equal opportunities,		
5. COMPETENCIES **ESSENTIAL**		**DESIRABLE**
"Can do" positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking. • Committed to delivering the goals and priorities of the Council delivery • Upbeat, optimistic and not easily discouraged		

• Positive about change and does not act as a barrier • Presents options not problems	□ □ □ □	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions. • Seeks to achieve and exceed targets, at service, team and personal level • Ensures work is delivered on time and is of a high quality • Sets a positive example in performance for others to follow • Plans, prioritises and organises workload to • Monitors work and ensures it is on track • Works on initiative	□ □ □ □ □ □	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring. • Builds effective relationships & connections within and between teams • Takes as many opportunities as possible to share ideas, knowledge & good practice with others • Works collaboratively with all colleagues across the Council • Is supportive of others and appreciates their work • Capable of putting the Council's interest first • Is aware of and has sensitivity for members', issues	□ □ □ □ □ □	

Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences. • Expresses self, ideas and concepts with ease, both orally and in writing • Presents information clearly and simply • Listens, questions and clarifies to ensure full understanding • Delivers the right message to the right people using the right media • Deals with a wide range of people in a confident manner		
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision. • Raising residents' satisfaction is understood and is a commitment • Acts as an ambassador for LB Hillingdon- communicating consistent positive and realistic messages about the Council • Engages with the Council's users, has a clear understanding of who they are, and understands their needs and preferences • Recognises the need to obtain regular feedback from service users • Takes feedback and ensures services adjust and respond • Adheres to and delivers on the customer care promise • Welcoming everyone who contacts us • Being helpful, polite and courteous		

• Taking time to listen and understand, demonstrating empathy • Giving clear information about service standards and timescales • Taking ownership and working together as council		
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance. • Positively contributes to the PADA process • Proactively recognises and engages in learning and development activities, looking to improve knowledge and skills • Regularly reviews own performance and assesses own potential to develop • Self-aware, admits mistakes and aims to learn from them • Gives and seeks to receive constructive feedback		