To provide high quality support to the Housing Litigation Team. To assist in the preparation and progression of housing related matters, including tenancy breach and housing condition and cases.

**What are my key responsibilities?**

Provide professional, accurate and high-quality support to the Housing Litigation Team in relation to preparing and progressing housing matters; in particular, tenancy breach cases including anti-social behaviour; and housing condition claims (s.11 disrepair and s.82 statutory nuisance).

This will include but is not limited to, support in preparing routine court applications (for example simple claims for possession), legal notices, pleadings, defences, witness statements and correspondence, under the supervision of the housing solicitors.

Organise and update legal files, databases and the case management system, ensuring deadlines are met and compliance with regulations, court directions and good practice. Maintain all files to LEXCEL standard to follow legal best practise.

Produce and despatch invoices and legal documents to a high standard within strict timescales to ensure compliance with court requirements.

Extract and collate data to enable performance reporting and case analysis.

Ensure all work contributes to safeguarding the organisation against risk, including reputational and financial risk, operating efficiently and effectively and minimising any loss of income to the business.

Provide ad-hoc legal and administrative assistance to the Team where required on any other litigation and tenancy issues.

**Relationships**

You will report to the Housing Litigation Manager.

You are required to support and engage with other colleagues in the Legal Services Team and will maintain close working relationships with colleagues in the Insurance and Claims Team. You will work effectively with other parts of the organisation, in particular teams within the Housing and Home Maintenance Services directorates. You will maintain and develop internal working relationships to ensure that any legal matters involving whg are dealt with efficiently and effectively.

You are also required to work with external stakeholders and organisations such as the Courts, external lawyers (including Claimants’ and Defendants’ representatives) and process servers.

**Role Requirements:**

There are certain qualifications and experience that we are looking for to operate effectively as Legal Assistant, specifically:

A minimum of two years’ experience working in a similar role.

Excellent verbal and written communication skills.

A good Understanding of court procedures.

Attention to detail when dealing with written communications and reports.

The ability to plan own workload to achieve targets and deadlines.

The ability to work in a team environment and be supportive of others.

The ability to show resilience when dealing with challenging situations.

You will be extremely client- and customer-focussed, committed to keeping the customer at the heart of everything we do. You will have a real can-do, solution-focused attitude and be fully committed to providing a high level of support to whg’s Legal Services Team.

**whg’s values and behaviours**

At whg we have an ambitious aim to be an exceptional place to work that attracts, develops and retains talent. We recognise that our success as a business depends largely on the quality and commitment of our colleagues; our values set out in the Corporate Plan identify the behaviours that we expect all colleagues to display at whg.

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| A blue circle with white hands in it  Description automatically generated | Trustworthy  You can rely on us. We are honest in everything we do. |
| A hand holding a shield  Description automatically generated | Accountable  Taking responsibility for our actions and owning the delivery of our promises. |
| A star on a blue circle  Description automatically generated | Excellent  Striving to be the best and delivering the best outcomes for customers and the organisation. |
| A yellow circle with a white outline of hands shaking  Description automatically generated | Respectful  Valuing people and treating everyone with empathy and fairness. |
| A pink circle with two people holding a heart  Description automatically generated | Collaborative  Achieving great things by working together. |