



**Job Title:** Legal Officer  
**Grade:** Y5  
**Reports To:** Income Collection Manager  
**Number of Reports:** Nil

#### Key job element

- Deliver a quality service which efficiently and effectively supports the Income Advice and Collection function.
- Carry out all legal action for non-payment of rent and service charges including preparing applications, casework, witness statements and representing Your Homes Newcastle (Newcastle City Council) in County Court.
- Responsible for ensuring the correct action taken in line with court protocol and Your Homes Newcastle policies and procedures.
- Support customers, residents and YHN staff with advice and guidance in the rent collection and Court process
- Identify and refer at risk customers to internal and external partners to help sustain tenancies and reduce debt.
- Committed to delivering a service of customer excellence.
- Embrace YHN values, standards and organisational goals.
- Adherence to and achievement of performance targets (*Service specific*).
- Work collaboratively with colleagues across the business to ensure the delivery of joined up services.
- Follow agreed business processes, statutory and regulatory policies and frameworks relating to safeguarding, health and safety and equality and diversity.
- Liaise with internal and external stakeholders and build constructive relationships which make it easier to do business with.
- Maintain appropriate professional boundaries.
- Undertake any other duties as and when required to support delivery of service.

#### Person Specification:

This area focuses on skills and knowledge required in the role.

#### Essential Criteria

- Knowledge and experience of the legal framework relating to arrears and debt recovery as well as tenancy fraud, housing management and anti-social behaviour.
- Well-developed communication skills with the ability to build and sustain working relationships with key stakeholders (residents, local authorities, Solicitors, District Judge, other service providers).
- Customer focussed, with excellent communication skills, both verbal and written with a keen eye for detail.
- Ability to negotiate in a pressurised environment.

- Excellent planning and organisational skills.
- Experience of presenting at Country Court in legal matters.
- Suitability to work with vulnerable client group.
- Ability to work collaboratively, with a proactive approach to involving stakeholders, both internal and external to the organisation.

#### Desirable Criteria

- Experience of working in a housing environment.
- All employees are expected to be flexible within the scope of the role

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

*We expect our people to demonstrate the following behaviours:*

#### **Be ready - together we're prepared for anything:**

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

#### **Be amazing – we'll exceed expectations**

This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

**Be revolutionary – have courage and be bold**

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

**Be energetic – making every day count**

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude