



JOB DESCRIPTION

JOB TITLE:	Litigation Solicitor (Housing Disrepair)
LOCATION:	Newlon House, 4 Daneland Walk, Tottenham N17 9FE
SALARY:	£46,000 pa plus up to 5% Performance Related Pay (PRP) bonus
REPORTING TO:	Head of Repairs & Maintenance

B MAIN OBJECTIVES

As part of the Repairs and Maintenance Team within the Property Services Department the Litigation Solicitor will be responsible for carrying out a range of duties involved with managing the caseload of claims under the Housing Disrepair Protocol, The Environmental Protection Act and the Homes (Fit for Human Habitation) Act.

The post holder will be responsible for receiving and logging all repair related litigation claims received from external bodies including solicitors and Local Authorities. You will be required to act within timescales specified within the Acts and will be responsible for managing all cases through the process including Disclosure of documents, arranging survey inspections, negotiating settlement on costs and damages and preparing and presenting defences where cases have been litigated. Where necessary you will also instruct Newlon's appointed Legal representatives. In addition you will work closely with the team's Disrepair surveyor and appointed contractors to ensure agreed works are completed within specified timescales, this may involve conducting visits to properties where a claim has been made.

This post will also, from time to time, carry out other legal duties relating to other areas of work within the organisation.

	Key Tasks and Responsibilities	Performance Standards and Outcomes
1.	To manage the caseload of all claims received against Newlon relating to the Housing Disrepair Protocol, Environmental Protection Act 1990 and the Homes (Fit for Human Habitation) Act.	Deadlines adhered to as specified in the Protocol/Acts. Ensure communication with solicitor and external bodies is concise, comprehensive and meet the quality standards.
2.	To be responsible for collating all paperwork relating to legal claims for Disrepair and providing this to external bodies where required.	Effective collation of records relating to disrepair cases Ensure information is provided in a timely manner
3.	To liaise with the Disrepair Surveyor to ensure inspections are arranged, carried out and reports produced to be sent to external bodies.	Clear and effective communication with internal colleagues. Adherence to timescales
4.	To review all files case records and repair histories to enable the drafting of complex replies to claims received	Drafting of complex detailed replies to external bodies. Understanding of complex repair issues.
5.	To liaise and communicate with external bodies and negotiate the settlement of cases	Cases settled without the need for Court Hearings. Legal costs kept within budget
6.	To prepare defences on cases where proceedings have been served and to present these at hearings when required.	Appropriate defences submitted within required timescales.

		Newlon represented at Court Hearings.
7.	To maintain accurate records and provide management information	Effective maintenance of up to date and accurate records relating to Disrepair cases Ensure information is provided in a timely manner
8.	To be responsible for raising Purchase Orders for the appointment of Newlon's Legal representative and processing of all invoices and payments relating to cases.	All Purchase Orders correctly and promptly processed. All invoices correctly and promptly processed.
9.	To carry out computerised and manual administration on a variety of databases used by the Property Services department	All records maintained promptly. High degree of accuracy regarding the location and content of information. Information relating to residents, clients and other customers maintained confidentially
10.	To contribute to the effective running and development of the repairs, team.	Effective participation and contribution to meetings. Provide assistance to the Head of Service as requested.
11.	To adhere to all relevant Newlon Policies and procedures	Compliance with all Newlon policies and procedure including Diversity, Newlon Gold service standards, Health and Safety and Sustainability.

		Carry out all obligations relevant to your role under required procedures.
12.	<p>To ensure high levels of customer service in line with “Newlon Gold” standards.</p> <p>To contribute to maintaining an effective work-place</p>	<p>Delivery of outstanding customer satisfaction and service levels for both internal and external customers</p> <p>Complaints and queries resolved efficiently and sympathetically</p> <p>All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to</p> <p>Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers</p> <p>Objectives of reliability, consistency, speed and awareness built into all activities</p> <p>Newlon Gold behaviors of working together, solving problems, taking ownership and customer focus built into all activities</p> <p>Collaboration across teams actively promoted at all times</p>
13.	From time to time to carry out legal duties on behalf of other Departments within the organisation.	Assisting and providing legal advice to other Departments within Newlon.