

## **Job Description**

<b>JOB TITLE:</b>	<b>Litigation/Housing Paralegal – (Housing Disrepair)</b>
<b>LOCATION:</b>	<b>Newlon House, London</b>
<b>SALARY:</b>	<b>£33,783 per annum plus opportunity to earn up to 5% performance related bonus</b>
<b>REPORTING TO:</b>	<b>Housing Lawyer (Housing Disrepair)</b>

### **A MAIN OBJECTIVES**

Litigation/Housing Paralegal will be responsible for carrying out a range of duties mainly supporting the Litigation Solicitor working on Disrepair Housing cases. They may also be providing backup cover for other administrator posts in the team if required.

The role will be to maintain records, on our Dynamics system, relating to Disrepair cases, including receiving and entering new cases, producing and filing standard letters, working to Court and specific complaint deadlines, researching tenant files to collate legal responses, keeping a detailed record of Claims, applications and monitoring their deadlines, Liaising with Barristers and legal professionals and setting up mediation meetings, checking and auditing data. You will be required to produce data and reports from various IT systems relating to Disrepair cases to assist the Litigation Solicitor in handling the cases.

The administrator will also deal with raising purchase orders and payment of invoices. In addition you may be required to handle customer enquiries that relate to these areas of work and assist with administration in other areas of the Property Services Department.

## B SPECIFIC TASKS AND RESPONSIBILITIES

<u><b>Key Tasks and Responsibilities</b></u>	<u><b>Performance Standards</b></u>
<p>1.</p> <p>To assist the Litigation Solicitor in all aspects of work relating to dealing with Disrepair cases including research, lodging court documents.</p> <p>Performing office day to day administration work and provide general legal administrative support.</p> <p>To upload and record all incoming post.</p> <p>To manage the Legal inbox, to bring the teams attention to urgent matters.</p> <p>To prepare documents, files and bundles for court.</p> <p>Assist with updating templates and precedent documents.</p> <p>Manage invoice process, updating file notes, producing reports from IT systems.</p>	<ul style="list-style-type: none"> <li>• To become an expert user of all Property information systems.</li> <li>• The ability to work to tight deadlines with paying attention to detail.</li> <li>• Ensure that the relevant people are kept informed by a full range of communication channels – including writing letters / emails and newsletters.</li> <li>• To have an understanding of the Disrepair Protocol and the Civil Procedure Rule. As directed to send standard letters to residents and solicitors in relation to Disrepair cases.</li> <li>• To liaise with the Court, Solicitors and Barristers.</li> <li>• Complete court forms and documents</li> <li>• Ability to read and understand complex documents, legal journals, legislation.</li> <li>• Produce clear written reports to agreed timetable. Excellent written and oral communication skills.</li> <li>• Excellent, proven organisational skill with the ability to work to stick deadlines while under pressure and use your own initiative.</li> <li>• Proven ability to deal with confidential correspondence and data. To data input and record accurate information within property services systems.</li> </ul>
<p>2.</p> <p>To be responsible for setting up Purchase Orders and paying invoices</p>	<ul style="list-style-type: none"> <li>• works completed by external bodies correctly invoiced for</li> <li>• invoices checked correctly and then promptly processed for payment relating to solicitor costs and damages</li> <li>• Suppliers correctly set up on Purchase Order systems (IPOS)</li> </ul>

<b><u>Key Tasks and Responsibilities</u></b>		<b><u>Performance Standards</u></b>
	To reconcile supplier invoice accounts on a regular basis	<ul style="list-style-type: none"> <li>• Maintain records relating to payment of invoices related to Disrepair cases</li> </ul>
3.	To carry out computerised and manual administration on a variety of databases used by the Property Services department	<ul style="list-style-type: none"> <li>• To assist the Litigation Solicitor in ensuring that all case records are maintained and updated promptly including:-</li> </ul>
4.	To liaise with surveying staff to enable Disrepair cases to be progressed	<ul style="list-style-type: none"> <li>• Residents contacted to book appointments for surveyor to attend</li> <li>• Liaise with surveyors to produce accurate repair history as evidence in cases</li> <li>• Liaise with surveyors to schedule timescales for works to be completed and ensure these deadlines are adhered to</li> </ul>
5.	Liaise with colleagues and residents to provide a customer service in line with Newlon Gold principles.	<p>At various levels under guidance:</p> <ul style="list-style-type: none"> <li>• All complaints and queries are addressed in a timely way and all residents are dealt with according to Newlon Gold service principles.</li> <li>• To respond to day 2 day queries in the Team inboxes.</li> </ul>

<b><u>Key Tasks and Responsibilities</u></b>		<b><u>Performance Standards</u></b>
6.	To contribute to the effective running and development of the Building Service teams. Where necessary to cover the work within any of the teams shown above	<ul style="list-style-type: none"> <li>• Relevant people involved and kept informed by a full range of communication channels</li> <li>• When required to assist with other administrative duties within the Department</li> </ul>
No job description can cover every issue which may arise within the post and the post-holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.		