



Legal Officer (Debt Recovery), Legal Services

Grade PO2 / G.7

Location – Based in Havering and Newham but the postholder must be flexible and work across sites in Newham & Havering.

They may also be required to work in other Boroughs as required to meet the needs of oneSource legal services customers.

Accountable to:	Lawyer or Senior Lawyer
Accountable for:	Legal Services
Job Purpose:	<ul style="list-style-type: none">• To support the lawyers in the provision of legal advice to the Councils, Members and Officers, and support the provision of legal solutions in relevant areas of legal work to enable the Councils to progress with corporate goals.• To assist lawyers and senior lawyers in the provision of legal expertise, in a shared back office support service, contributing to the delivery of a portfolio of high quality, solution focused legal work in more than one discipline and across multiple sites, to customers in different organisations.• To provide legal and administrative support across Debt Recovery
Specific Responsibilities	<ol style="list-style-type: none">1. To support the lawyers and senior lawyers with a caseload of legal work, including personal responsibility for matters, including, but not limited to, carrying out research, drafting court pleadings, statements and correspondence, preparation of bundles and instructions to counsel, telephone conversations with customers and third parties in respect of cases, attendance at court with counsel as required, and at meetings with customers and third parties. Appropriate supervision as required by Lexcel will be provided, but the Legal Officers will be expected to work autonomously to produce creative and innovative solutions to legal issues2. To provide support if required to strategic projects across multi-functional teams,3. To carry out advocacy on preliminary matters if required to do so, and not to instruct external support except in accordance with agreed procedures4. To work with the Administrative Support Team to ensure that all support tasks are carried out at the relevant level

	<p>5. To provide advice to customers on legal matters, and liaise with other parties in proceedings in respect of the conduct of the case, with the ability to and responsibility for making appropriate decisions without supervision</p> <p>6. To work some evenings, weekends and occasional public holidays in order to meet the service requirements of customers and in order to ensure appropriate representation of the Councils with residents, elected members, and external bodies.</p> <p>7. Other duties – the job description indicates the main areas of activity for this post. From time to time other tasks/duties maybe required which are commensurate with the general area of responsibility and grade of the post.</p>
One Source Corporate Critical Success Factors	<ul style="list-style-type: none"> • Provision and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value for money • Anticipates different customer needs – delivering a customer focused shared service which is a cultural ‘fit’, is flexible and proactive in approach • Delivers a resilient business, which continuously improves and innovates with healthy revenue streams • Operates an ethos of joint working and operates across the board regardless of location • Delivers capacity and capability to operate business as usual with the capacity and capability to innovate and project manage to support this • Delivers a flexible and scalable platform to innovate, enhance market knowledge and continuously improve • Invests in people and skills to deliver a sustainable business • Provides a transactional service that is multi-channelled, face to face, local and nationwide
General	<p>One Source is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work.</p> <p>Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately</p>

Person Specification

Able to demonstrate and evidence a highly developed Competence in:	<ul style="list-style-type: none"> A legal qualification up to degree level or relevant equivalent work experience in legal practice relating to Debt Recovery
Able to demonstrate and evidence Knowledge and experience in:	<ul style="list-style-type: none"> A basic understanding of the workings of local government and the challenges being set by the new local government agenda along with the financial, legal and political context of local government. A basic knowledge of local government powers and law and practice relating to Debt Recovery
Behaviours and personal qualities	<ul style="list-style-type: none"> A corporate team player, highly motivated and resilient. A decision maker who listens to, and takes cognisance of, the views of others along with a high degree of integrity and probity. Skilled communicator with the ability to communicate orally and in writing to a diverse range of audiences.

Havering Competencies

Competency	Level	Criteria to be Evidenced (Description)
Communicating openly and effectively	C	<ul style="list-style-type: none"> Communicates complex information to others effectively Is a clear and persuasive communicator, using influencing and negotiating skills when necessary Actively listens to, respects and values the view of others Presents succinct, well balanced information orally and in writing, with clear outcomes
Delivering excellent customer service	D	<ul style="list-style-type: none"> Identifies good practice & solutions and integrates into service provision Translates customer and stakeholder feedback into strategic improvements Actively seeks out and recognises opportunities for developing new customer bases
Achieving Results and Success	C	<ul style="list-style-type: none"> Demonstrates integrity, fairness and consistency in decision making

		<ul style="list-style-type: none"> • Identifies and manages risk • Assumes personal responsibility for making decisions, identifying solutions and achieving the best possible outcomes
Respecting Others	B	<ul style="list-style-type: none"> • Demonstrates integrity at all times • Considers impact of own actions and tries to cater for the differing needs of others • Acts as a role model sets a personal example of good equalities practice at all times • Challenges inappropriate and discriminatory behaviour.