

<b>Role Title</b>	<b>Disrepair Litigation Coordinator</b>
<b>Reports to:</b>	<b>Disrepair Manager</b>
<b>Job Family</b>	<b>Place</b>
<b>Competency Level</b>	<b>Principal Officer</b>
<b>Pay Range / Scale</b>	<b>PO3</b>
<b>Purpose</b>  <p>To manage and coordinate legal disrepair cases and arbitration processes, ensuring all disrepair claims are dealt with efficiently, with minimal legal and financial exposure for the Council. The role will ensure value for money is achieved in settling disrepair cases, coordinating with the repairs partnering and legal teams, as well as with residents.</p> <p>The Litigation Coordinator will handle a portfolio of cases, working closely with contractors and legal teams to ensure that disrepair cases are resolved promptly, while maintaining a high standard of service for tenants and leaseholders, and accurate record of the repairs history for individual repairs cases.</p> <p>The role will ensure accurate monitoring of repair cases, including repairs history, expenditure and financial forecasting on legal disrepair cases, and enable informed decision making to effectively manage the overall disrepair programme, including prioritization of disrepair cases.</p>	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
Provide advice and make recommendations based on up-to-date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	<p>Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.</p> <p>Issues are managed through to a satisfactory conclusion.</p> <p>Risk to the Council is minimised.</p>
Contribute to the development of service plans to meet strategic business goals.	<p>Strategic and operational input is provided to wider business planning and development.</p> <p>Customer needs are identified.</p> <p>Services meet legislative and policy requirements.</p>
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	<p>Relevant information / data are managed efficiently and accurately.</p> <p>Accurate and relevant information / reports / documentation are produced.</p> <p>Trends and issues are identified and prioritised.</p> <p>Statutory and procedural obligations are fulfilled.</p>

	Management decision making is supported.
Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	<p>Changes to systems, policies and / or procedures are identified and recommended.</p> <p>All updates, amendments, developments are tested and approved prior to delivery.</p> <p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p>
Work closely with others to support / manage the development and delivery of improvements in processes and procedures.	<p>Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and centre of excellence.</p>
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	<p>Reports are prepared, distributed / presented to the appropriate committee / to the required standards and timescales.</p> <p>Evidence-based recommendations are made.</p>
<p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p>
Co-operate with and support colleagues.	<p>Colleagues are supported.</p> <p>Required information is provided.</p>
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
<b>Job Specific Accountabilities:</b>	
Manage disrepair litigation cases from start to resolution, coordinating with legal teams, contractors, and other stakeholders to ensure the Council's interests are protected.	Disrepair litigation cases are managed efficiently, resulting in prompt resolutions, minimising legal exposure.
Liaise with tenants, leaseholders, and legal teams to provide clear communication and updates throughout the litigation process.	Tenants and leaseholders are kept informed throughout the process, ensuring a positive and transparent service.
Oversee the quality of repair works carried out, ensuring they comply with legal and health & safety standards.	Repair works meet all legal and safety standards, ensuring tenant safety and reducing the risk of further claims.
Maintain accurate records of cases, including legal documents, contractor reports, and financial data, ensuring they are accessible for audits or reviews.	Case records are maintained to a high standard, ensuring compliance with regulatory requirements and audit readiness.  An accurate position is maintained on financial expenditure and forecasting to enable robust financial management of disrepair cases.
Prepare detailed reports and recommendations for senior management, presenting case updates and potential risks.	Senior management receives comprehensive reports, enabling informed decision-making on high-risk disrepair cases.
Monitor the performance of contractors involved in disrepair cases, ensuring they deliver work to agreed standards and within budget.	Contractors deliver high-quality work within budget, ensuring value for money and compliance with Council policies.
Coordinate with the Disrepair Manager to align legal disrepair processes with broader housing strategies and objectives.	Legal disrepair processes are aligned with the Council's housing strategies, contributing to overall service improvements and risk management.

<b>Nature of Contacts</b>
Day-to-day contact involves communication with senior management, legal teams, contractors, and residents. The post holder must demonstrate strong negotiation and communication skills, especially when dealing with sensitive legal matters.
<b>Procedural Context</b>
The role operates within established legal and procedural frameworks, with discretion to allocate work and make decisions regarding disrepair cases. The post holder must be able to navigate complex legal issues and make informed decisions to minimise risk to the Council.
<b>Key Facts and Figures</b>

Responsible for managing a portfolio of disrepair litigation cases. The Council manages over 10,000 properties, with the Litigation Coordinator handling cases that carry legal and financial risks to the Council.

## **Resourcing**

**Budget Responsibilities:** The Litigation Coordinator does not have direct budgetary responsibilities but plays a critical role in controlling legal costs and managing the performance of contractors involved in disrepair cases.

**Supervisory Responsibilities:** Nil direct - matrix management other staff within the Housing Assets Division.

## **Knowledge, Skills and Experience**

- Experience of having worked in a fast-paced, customer-focused environment.
- Good knowledge and application of IT systems and software packages.
- Able to work with minimal supervision, using problem solving skills and initiative to provide a customer-focused service.
- Excellent levels of literacy and numeracy.
- Able to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others.
- Able to deal diplomatically and confidently with a wide range of customers both internally and externally.
- Able to identify improvements to processes and systems (at a level appropriate to the role) and to share the recommendations with the wider team.
- High level of professionalism, care and integrity, ensuring a positive image of the organisation is promoted at all times.
- Strong time management skills.
- A positive attitude and ability to adapt to changes.
- Highly organised with the ability to multi-task and be flexible to respond to service delivery requirements.
- Clear communication skills.
- Able to build strong relationships.
- Goal-oriented focus with the customer in mind.
- Willingness to learn new skills, processes and systems as appropriate to the role.
- Able to work in an inclusive manner with staff and residents.
- Strong knowledge of housing legislation and disrepair protocols.
- Experience managing legal disrepair cases in a housing environment.
- Excellent communication and negotiation skills, with the ability to manage complex cases and liaise with multiple stakeholders.
- High level of organisation and attention to detail, especially in record-keeping and compliance with legal standard.

## **Indicative Qualifications**

Degree desirable. 5 GCSEs at grade A-C or equivalent to include English and Maths.

Relevant qualifications in housing or legal fields, or equivalent experience in managing disrepair or litigation cases desirable.

Evidence of Continuous Professional Development (CPD) in legal and housing

management.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.