

Job Description

Job title:	Paralegal
Reports to:	Head of Legal
Responsible for:	N/A

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Paralegal, you will play a key role in supporting the Legal Team with a focus on housing disrepair and housing litigation work. You will help manage a caseload of legal matters, manage pre-action disrepair claims, draft legal documentation, support the litigation process, undertake legal administrative duties and support internal stakeholders to ensure legal compliance is adhered to. This role requires strong communication skills, the ability to work collaboratively across teams and a professional and proactive

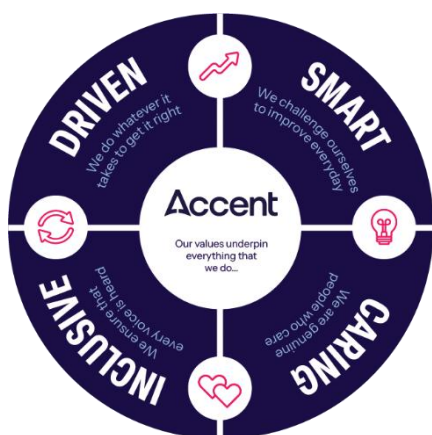
approach to legal service delivery. You will be comfortable operating with a high level of autonomy.

In addition to delivering high-quality legal work, you will contribute to the continuous improvement of legal processes, support the development of junior colleagues and drive efficient, commercially aware legal service delivery across the organisation.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In this role, you will demonstrate a commitment to upholding these values in every aspect of your work. By fostering transparency, collaboration, and effective governance, you will contribute to the delivery of Accent's vision and goals. You will help ensure that all legal activities are conducted with the highest levels of integrity and professionalism, reflecting the organisation's commitment to ethical leadership and sound decision-making processes.



Key Responsibilities and Duties

- **Caseload:** Independently manage a caseload of pre-action housing disrepair matters, including disclosure, responding to pre-action protocol letters of claim and coordinating instructions for repairs and surveys. Assist with issued disrepair claims and injunction and possession proceedings including preparing documentation and assisting with legal strategy.
- **Advice:** Provide timely and accurate advice and support to the Head of Legal and wider team, delegating on matters as required
- **Drafting and negotiation:** draft legal documentation including letters of response, pleadings, defences and settlement correspondence as well as negotiating settlement of claims.
- **Legal Support:** Assist with a range of legal matters undertaken by the wider team in relation to litigation matters including disrepair, possession, injunction and succession claims.
- **Process Improvement:** Identify opportunities to improve legal processes, templates and systems to enhance efficiency, consistency and compliance
- **Legal Research:** Undertake legal research on a broad range of topics including housing law, property law and contract law and prepare succinct legal briefings and reports
- **Governance and compliance:** Play an active role in promoting legal compliance, risk management and good governance practices across the organisation
- **Collaboration:** Liaise with internal stakeholders to understand operational requirements and provide pragmatic legal advice. attend meetings as required. Liaise with external stakeholders when necessary, ensuring a cost effective and value driven use of external legal services
- **Record Management:** Support the maintenance of an accurate and organised archive of legal documents including title deeds and contractual agreements
- **Training:** support the delivery of internal training sessions and awareness initiatives.
- **Legal Helpdesk:** respond to legal helpdesk matters efficiently, ensuring queries are logged and progressed within agreed timescales
- **Quality Assurance:** review and oversee legal documentation and outputs to ensure accuracy, consistency and adherence to best practice.
- **Projects:** Support organisational projects requiring legal input

The must haves:

- Relevant Law Degree
- Experience in a legal environment, preferably with experience working in social housing and with disrepair claims
- Proven ability to manage complex caseloads independently
- Strong drafting and analytical skills
- Excellent organisational skills and attention to detail, with the ability to manage multiple priorities and meet deadlines.
- Strong written and verbal communication skills

- Ability to work autonomously and as part of a team
- Proficient in Microsoft 365
- Ability to travel to attend meetings at other Accent and external venues, which is likely to include some flexibility in working hours/ approach.

The added extras:

- Studying for or holding a Post Graduate Diploma in Law
- Knowledge of the housing sector and its regulatory environment.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.