

**COMMUNITY LAW SERVICE  
(NORTHAMPTON & COUNTY)**

**JOB DESCRIPTION**

- POST:** **HOUSING COURT DUTY WORKER**
- SALARY:** circa £27,300 per annum dependent on experience + 5% pension contribution (employee to also contribute 5%).
- HOURS:** 35 hours per week; can be worked flexibly around core hours (08:00 – 18:00) subject to covering court sessions.
- LOCATION.** Court duty session at Milton Keynes County Court on Mondays and Peterborough County Court Wednesdays. Some flexibility on days is required if court days change. Attendance at office 49-53 Hazelwood Road Northampton on other days to undertake a small amount of housing casework.
- ACCOUNTABLE TO:** Housing Supervisor
- BENEFITS:** 26 days annual leave plus bank holidays (31 after 5 years' service)  
5% employer pension contribution.  
Optional hybrid working after probationary period.  
Flexible working hours (within core hours).  
Contractual sick pay.
- PURPOSE OF POST:** To attend local courts on a sessional basis to provide immediate assistance, advice and representation for un-represented clients facing repossession hearings. To contribute to the Service's housing casework via client appointments.

**Main Duties:**

- To attend at repossession hearing sessions at the specified County Courts
- To provide on the day representation for clients.
- To negotiate with lenders/landlords on behalf of clients.
- To give advice to clients who wish to present their own cases.
- To create case records on the Service's case management system to enable administrators to confirm advice/court decisions in writing to the client. At busier times, the advisor may be required to contribute to this.
- To comply with Lexcel quality mark standard as detailed in the Services' Office Manual and complete appropriate documentation to required standard.

- To liaise and maintain a working relationship with the County Courts and local organisations in both the statutory and voluntary sector.
- To ensure statistical information is recorded accurately and regularly on the Service's case management system.
- To contribute to the overall function of the Housing Team to ensure continuity of service for clients.
- To participate in staff meetings as required.
- To keep up to date with current legislation and policy in relation to Housing law
- To attend in-house training and external training courses as agreed with the Supervisor.
- To perform any other duties as appropriate.

## **PERSON SPECIFICATION**

### **KNOWLEDGE**

- Good knowledge of Housing Law particular in respect of repossession
- Good knowledge of the powers of both priority and non-priority creditors in the enforcement and recovery of debt.
- Good knowledge of County Court practice and procedures.
- A knowledge of welfare benefits (training can be provided)
- A good understanding of the services offered by the statutory sector and other agencies.

### **EXPERIENCE**

- Recent experience of providing a specialist housing advice including handling rent/mortgage arrears.
- Experience of assisting clients in the County Court in relation to repossession hearings.

### **SKILLS AND ABILITIES**

- Excellent communication skills – the ability to communicate effectively both orally and in writing.
- Good time management skills and the ability to prioritise work.
- Good administrative skills including word processing.
- Excellent negotiation/advocacy skills.
- A flexible, teamwork approach.
- A commitment to equality of opportunity.
- A non-judgmental approach.
- Self motivated and able to work both independently and as part of a team.
- Ability to work effectively in partnership with other agencies whilst maintaining the confidentiality and independence of the Service.

Applicants must have a current driving licence and use of a car. Applicants will also be required to undertake a DBS check.