

## **Legal Adviser**

### **Main purpose**

- To provide initial legal advice to lay customers on all aspects of the law relating to leasehold and residential park homes in England.
- To provide advice and assistance to the Chief Executive and the management team.

### **Description**

A Legal Adviser is expected to:

- Respond to requests for advice by telephone, letter, e-mail and personal visits to the office in order to meet the agreed daily KPIs.
- Provide initial advice orally or in writing, setting out the customer's position and the courses of action available sufficient to empower the customer to take appropriate action.
- Provide initial advice in seminars with groups of clients, in the office or on-site visits.
- Carry out reading and research into law and practice to maintain a sufficient level of knowledge to provide an efficient advisory role; research into special areas as required.
- Draft input to reports produced by LEASE, including responses and submissions to Government.
- Draft input to new or revised advisory materials published by LEASE.
- Attend meetings, seminars, courses, conferences and provide free training as required.
- Comply with LEASE's Health and Safety and Company policies.
- Undertake appropriate induction and training in residential leasehold and residential park homes will be given.

### **Person Specification: Eligibility Criteria**

#### ***Essential Criteria***

Candidates should have:

- Legal qualification (eg law degree, LPC or equivalent)
- Excellent inter-personal skills with the ability to communicate with a wide variety of customers, and express views clearly and empathetically; including writing accurately and succinctly.
- Evidence of mastering complex issues.
- Evidence of the ability to meet daily KPIs.
- Evidence of an ability to work within a demanding and pressurised environment.
- Ability and commitment to work in an open and publicly accountable manner as set out in the code of conduct.
- Ability to prioritise own workload to ensure delivery of KPIs.
- Evidence of commitment to team work and to appreciate organisational values.

- Appreciation and experience of IT in the business environment, including knowledge of Microsoft packages and internet resources.

### ***Desirable Criteria***

- Previous experience in a telephone or advisory environment
- Knowledge of legislation relating to residential leasehold and park homes law.
- Knowledge of the wider residential property industry and environment.

**Salary:** £29,000 – £36,000 depending qualifications and experience

To apply: Please submit your completed application form and CV to Miss Nicolette Davis by email: [recruitment@lease-advice.org](mailto:recruitment@lease-advice.org). Please mark your email 'Private and Confidential'.

**The closing date for applications is: 18 August 2019**

### **What happens next?**

Applications will be considered by a panel that will draw up a shortlist of candidates. Interviews will then be held.

If at any stage you would like information on the progress of your application, please email: [recruitment@lease-advice.org](mailto:recruitment@lease-advice.org).

Should you have a complaint about the way your application is handled please email: [recruitment@lease-advice.org](mailto:recruitment@lease-advice.org).

### **Nationality statement**

Candidates will be subject to UK immigration requirements