# Role profile

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| **Job Title:** | Court Officer |
| **Department:** | Resident Services |
| **Directorate:** | Regeneration & Housing |

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| **Grade:** | 8 |
| **Post no.:** | P001825 |
| **Location:** | Perceval House |

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| **Role reports to:** | Income Team Leader |
| **Direct reports:** | None |
| **Indirect reports:** | None |

## Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

### Purpose of role

The post holder will be allocated to one of two specialist teams undertaking Rent Recovery and may be allocated to different teams at certain times depending on the needs of the service and as part of the Job Performance Scheme.

The post holder will be responsible for maximising successful outcomes from the Council’s applications for possession orders and for minimising the time taken to obtain a Court hearing date.

The post holder will be responsible for developing

* A good working relationship with the Court staff and Judges
* A good communications network, between the Court Officers, Neighbourhood Housing Officers, Managers and the Council’s legal department.

The post holder will be working in a performance-managed culture, responsible and accountable for delivering an excellent, customer-focused service.

### Key accountabilities

1. **Service Delivery**

To provide an efficient and effective Court Service to the Neighbourhood Team Leader in the following areas:

* Receipt, preparation and audit of all Court documentation from Neighbourhood Housing Officers including draft pleadings and affidavits.
* Obtaining authority to commence proceedings.
* Preparation of documentation for Court Hearings including draft court orders, obtaining evidence, taking statements and ensuring the evidence meets the Court’s standards and the submission of these documents to Court.
* Attend court, as the Council’s representative in Court Proceedings and in matters including: actions, oral examinations, pre-trial reviews and attachment of earnings and dealing with matters arising on own initiative.
* Keep up-to-date records to log progress of each case and the outcome of the Court Hearing and ensure relevant staff are updated on progress.
* Record monitoring information including data relating to ethnicity, age, disability and dependants and report to Team Leader any trends identified by this monitoring.
* Arrange for relevant witnesses to attend Court and reimburse their expenses.
* Ensure other sections have been notified of legal proceedings where applicable including Social Services, Education (if there are dependant children), mental health team, and homeless persons.
* Deal with solicitors, agencies, defendants and members of the public in writing, on the telephone and in person.
* Serve urgent documents when required.
* Refer complex cases to the Council’s legal department, brief and instruct legal and advocates as and when necessary.

1. **Communications**

* Develop a good relationship with the court manager, court staff and judges. Attend court user group meetings.
* Work closely with the rents team and develop communications systems with staff to ensure up-to-date information on cases is available.
* Develop systems to ensure that any issues that might affect the case are recorded on the legal case file.
* Liaise with Housing Benefits staff on Benefit issues.
* Attend meetings as necessary

1. **General**

* To work with staff in the Housing Hubs to improve the turnaround time of possession orders.
* To adhere to the Ealing Councils’ health and safety policy and procedures and to undertake risk assessments with the Team Leader for site visits, meetings out of normal office hours, court hearings on contentious matters and attendance at evictions, taking account of staff and customers.
* To develop and maintain a working knowledge of relevant legislation and the housing service. To develop and maintain IT skills required for the post.
* To assist in the development of the service and implement changes.
* To ensure that all work is completed within deadlines and maintained accurately using manual and electronic based systems.
* To create, maintain and provide evidence of performance as required across spectrum of duties.
* To assist in the training and development of new and temporary staff.
* To operate within a performance management framework to ensure that the service objectives are met or exceeded using best practice and best value principles.
* To provide active cover and support across the service.
* To liaise and communicate with customers and other internal and external services, to provide a seamless service to customers. To compile reports for committees and senior managers.
* To actively take part in team/area meetings, the Job Performance Scheme and any other meetings as required.
* To promote and adhere to the council’s policies on diversity in all respects by delivering, upholding and encouraging the highest standards of behaviour.
* To undertake other duties and responsibilities of a similar nature which reflect the level of those described above that may be required. The post holder may be required to undertake duties at this level elsewhere within in the service.

### Key performance indicators

* Manage case load effectively

### Key relationships (internal and external)

* Court manager, Court staff and Judges.
* Neighbourhood Housing Officers, Managers and the Council’s legal department.
* Housing Benefits and other internal Ealing Council teams

**Additional Requirements**

* Any other duties appropriate to the post and grade

## Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

### Essential knowledge, skills and abilities

* Preparation of documentation for Court Hearings including draft court orders, obtaining evidence, taking statements and ensuring the evidence meets the Court’s standards and the submission of these documents to Court.
* Attend court, as the Council’s representative in Court Proceedings and in matters including: actions, pre-trial reviews and attachment of earnings and dealing with matters arising on own initiative.
* Deal with solicitors, agencies, defendants and members of the public in writing, on the telephone and in person.
* Refer complex cases to the Council’s legal department, brief and instruct legal and advocates as and when necessary.
* To develop and maintain a working knowledge of relevant legislation and the housing service. To develop and maintain IT skills required for the post.
* To ensure that all work is completed within deadlines and maintained accurately.
* To assist in the training and development of new and temporary staff.
* To liaise and communicate with customers and other internal and external services, to provide a seamless service to customers. To compile reports for committees and senior managers.

### Essential qualification(s) and experience

1) Experience of preparation of documentation for Court hearings including draft court orders, obtaining evidence, taking statements and ensuring the evidence meets the courts standards and the submission of documents to court.

2) Appearing unsupervised as the Council’s representative in the County Court before District Judges on Rent Possession Cases, Applications and Warrants Stays of execution, whilst dealing with matters on own initiative.

3) Ability to manage own caseload efficiently and meet deadlines.

## Values and behaviours

| **Improved life for residents** | **Trustworthy** | **Collaborative** | **Innovative** | **Accountable** |
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| * Is passionate about making Ealing a better place * Can see and appreciate things from a resident point of view * Understands what people want and need * Encourages change to tackle underlying causes or issues | * Does what they say they will do on time * Is open and honest * Treats all people fairly | * Ambitious and confident in leading partnerships * Offers to share knowledge and ideas * Challenges constructively and respectfully listens to feedback * Overcomes barriers to develop our outcomes for residents | * Tries out ways to do things better, faster and for less cost * Brings in ideas from outside to improve performance * Takes calculated risks to improve outcomes * Learns from mistakes and failures | * Encourages all stakeholders to participate in decision making * Makes things happen * Acts on feedback to improve performance * Works to high standards |