MTVH ROLE PROFILE

Date: 16/11/2026

Role Title (External)	**Housing Paralegal**	Directorate	**Executive Office**	Location	**The Johnson Building, London**
Reports To	**Supervising Solicitor**	Function / Team	**Legal Team**	Geographical Spread	**National**
Direct Reports	**None**	Budget Sign-Off Approval Level	**Contributes to departmental, team or individual budget**	Suitable for Agile Working Options	**Yes ☒ No ☐**
DBS Check Required	**Yes ☐ No ☒** **If Yes for DBS check, which level is needed? N/A**			Driving Licence Insurance check required	**Yes ☐ No ☒** **Yes ☐ No ☒**

No DBS Required

Overall Responsibility:

- You will be responsible for providing paralegal support to the Legal Services Team so that the team can provide a comprehensive in-house legal service on all aspects of tenancy and leasehold management law including possession, disrepair, anti-social behaviour, other tenancy and leasehold issues including service charge disputes.
- You will be responsible for assisting the Head of Legal Services and the Housing Solicitors with casework, under their direction and supervision, particularly the handling and management of disrepair claims within the pre-action protocol.
- You will take instructions on claims and prepare cases under the direction of the supervising solicitor.
- On disrepair claims, you will prepare disclosure to tenants' solicitors, and you will undertake an initial assessment of liability and quantum. You will also draft without prejudice offers and settlement terms of claims where appropriate.
- Under the direction, control and supervision of an authorised solicitor, you will be responsible for managing and maintaining a large and varied caseload allocated to you.

Key Responsibilities and Outcomes

- Under supervision, managing a large caseload, primarily of disrepair claims, in addition to possession claims based on anti-social behaviour and other breaches, defending claims based on disrepair and other causes of action.
- Drafting of documents for review and approval by the supervising solicitor.
- Preparation of bundles and liaising with clients and counsel in preparation for attendance at court.
- Liaising with client departments to take instructions and collate evidence and information to progress cases.
- Attendance in the county court and magistrates' court and residential property tribunal to sit behind counsel and to deliver bundles or documents.

- Drafting instructions and liaising with counsel and clerks and external experts.
- Negotiating settlement on the contentious issues, quantifying and agreeing damages/compensation and costs, within parameters approved by the supervising solicitor.
- Maintaining up to date records/databases to include, but not be limited to, limitation periods, steps taken and deadlines on all open files.
- Maintaining good and clear file management and accurate time recording.
- Working within MTVH Legal's supervision and delegation procedures, with formal steps in proceedings taken only as authorised by the supervising solicitor or another authorised person.

Personal Competencies	Skills / Experience / Knowledge
• Confident to make decisions within delegated authority under challenging circumstances, balancing risk and knowing when to escalate to the supervising solicitor in order to deliver better approaches and services. • Articulate with strong communicator, diplomacy and networking skills, internally and externally. • Empathy with the values and ethos of the organisation, and a commitment to customer care. • Flexible and collaborative approach to work. • Self-motivation with a positive attitude and the ability to work on own initiative within the limits of delegated authority. • The post holder will be party to highly confidential and sensitive data and the ability to maintain confidentiality is of the utmost importance. • Ability to work under pressure within a team.	• Strong Academic background. • Legal experience as a Paralegal (minimum 6 months). • Experience in housing law acting on behalf of landlords or tenants gained in private practice, local authority or in an in-house registered provider's legal team. • Knowledge of housing and leasehold legislation, case law, litigation practice and procedure. • Experience in efficient management of a large caseload. • Sound knowledge of pre-action procedure for defending disrepair claims. • Understanding of the reserved legal activities under the Legal Services Act 2007 and the limits of the paralegal role in litigation, including working under the direction and supervision of an authorised person. • Experience of utilising the rules and procedures on costs claims. • Good client care and communication skills, time keeping and organisational skills with the ability to use own initiative. • Experience of working as part of and supporting a busy legal team. • Advanced level of IT experience with Word, Excel, Power Point, E-mail and ability to learn new software packages

General Responsibilities

- To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization.
- Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
- Play an active role in contributing to effective cross team working and provide cover for colleagues as required.
- To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.
- To comply with MTVH's Health and Safety policies, procedures and processes and to promote health and safety compliance for all.

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- To act at all times within MTVH's policies, procedures and code of conduct, including Legal Services' supervision and delegation procedures, and uphold MTVH's commitment to Equality and Diversity

  This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

Other Requirements (e.g. driving licence needed etc). Information about "other requirements" can be found in the Guidelines for Completing Roles Profiles document.