



LEGAL APPRENTICE

The Wrekin
Housing Group

Job Description and Person Specification
April 2025

The Wrekin Housing Group

Legal Apprentice

Responsible to: Legal Services Manager

Job purpose:

- This is a career development role where you will qualify as a Solicitor whilst gaining an insight and the skills necessary to enable you to contribute to the service provided by an in-house legal department, or private law firm, providing support required by our organisation which reflects on the Group's vision
- To successfully complete a Level 7 Solicitor Apprenticeship

What you will gain:

- On-the-job training and mentorship from experienced professionals
- A nationally recognised qualification towards gaining a Solicitor Apprenticeship
- Practical experience in a real working environment, developing key skills within the legal team
- Career progression opportunities upon successful completion of the apprenticeship
- A supportive and welcoming team that values compassion, commitment, and collaboration

Training:

- Develop the post holder's legal knowledge and expertise, and enable them to gain experience and skills while working within a busy in-house legal department
- Develop the post-holder's understanding of legal and regulatory requirements relevant to the role
- Encourage the post-holder to seek guidance and support when necessary and avoid working outside their knowledge and competence
- Develop the post-holder's ability to manage work activities to ensure that they are completed on time and to an appropriate standard
- Develop the post-holder's ability to pay attention to detail and to accept changing priorities when new jobs need to be done
- Enable the post-holder to develop good file management and to take and record accurate notes
- Build strong relationships with colleagues and customers

Key Responsibilities:

Litigation

To provide support and assistance in connection with a wide variety of claims including:

- Debt recovery
- Possession Claims
- Injunctions and other remedies for anti-social behaviour
- Disrepair Claims
- Lease enforcement
- Matters relating to compliance (gaining access to properties for gas and electrical safety checks)

Conveyancing

To provide support and assistance in connection with:

- Sales (auction, private treaty, Right to Buy/Acquire and Shared Ownership)
- Resolving boundary queries/disputes
- Securitisation
- Completion matters including registrations and requisitions
- Commercial Leases
- Lease extensions

Liability Claims

- To Liaise with colleagues and external claims handlers in gathering and providing documents and information to assist in defending personal injury claims under public liability and employers liability policies
- To provide support and assistance in investigating and responding to property damage claims

Data Protection

- To accurately record and provide information when required in respect of data breaches, near misses and Subject Access Requests
- To assist and support in collation and review of documents for Subject Access Requests

Tenancy Management/Landlord and Tenant Law

- To respond to tenancy enquiries and assist in drafting bespoke tenancy agreements.

General Responsibilities:

- To assist the Group in striving to meet its mission and help foster a culture of continuous improvement
- To comply with the Group's Standing Orders, Standards of Probity relating to the Group's charitable status
- To uphold, as an individual, the Group's Corporate Policies in particular in the areas of:
 - Health & Safety
 - Equal opportunities and BME policies
 - Confidentiality and Data Protection
- To take responsibility for personal development, sharing knowledge and skills and learning from others
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues

Person Specification

Legal Apprentice

Qualifications:

- Degree (essential) - non-law graduates, paralegals, CILEX Level 3, conveyancing technicians, or licensed paralegals

Knowledge, skills, and experience:

- Basic knowledge of Microsoft Office (Word & Excel)
- Ability to compose simple emails and documents
- Basic record-keeping skills
- Clear communication via phone, email, Teams, and in person
- Ability to work well in a team and support colleagues
- Willingness to learn about the organisation and its services
- Awareness of Health & Safety, Confidentiality, and Data Protection (training provided)
- Professional and respectful when interacting with others
- Experience in a general office environment is desirable
- Full UK licence or the commitment to work towards obtaining it

Personal Qualities:

- Team player with a positive attitude
- Polite, flexible, and organised
- Willing to learn and take on tasks as needed
- Able to stay calm under pressure
- Committed to good customer service
- Maintains confidentiality and professionalism
- Open to feedback and continuous improvement
- Commitment to complete the SQE training and assessment

Values:

- **Inspire positive change**

We embrace innovation. We are not afraid to go the extra mile to provide even better services.

- **Everyone matters**

People are at the heart of our team and every team member across the whole community counts.

- **Communicate clearly**

We respect colleagues and customers while recognising the importance of open conversations.

- **Grow together**

We support each other and take pride in our collective success

Competencies to achieve:

- Adheres to and promotes the Group's business values. Deals with customers and colleagues with commitment, integrity and respect
- Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others
- Produces accurate and high-quality work. Uses initiative and consults with manager where required
- Articulates opinions and information confidently and clearly. Actively listens to the communications of others
- Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services
- Assists in identifying problems, offering appropriate ideas to resolve them
- Plans individual work tasks to meet deadlines. Keeps manager and other involved parties informed of progress
- Demonstrates judgement and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services
- Uses clear oral and written 2-way communication to share information