



## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Local Land Charges Officer	<b>Grade:</b> Scale 5 - SO1
<b>Section:</b> Spatial Planning	<b>Directorate:</b> Growth and Place
<b>Responsible to following manager:</b> Information and Planning Obligations Team Manager	<b>Responsible for following staff:</b> N/A
<b>Post Number/s:</b>	<b>Last review date: December 2025</b>

#### Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.



## **Job Purpose**

To assist in the delivery of high quality, robust and transparent decision making relating to the Councils' statutory obligations under the Local Land Charges Act 1975 and the Rules 1977, the Commons Registration Act 1965, the Commons Act 2006, the Local Authorities (England) (Charges for Property Searches) Regulations 2008, the Local Land Charges Act 2010, the Environmental Information Regulations 2004 and the Infrastructure Act 2015. To work within tight time frames to ensure that the Local Land Charges Team is recognised as delivering an excellent service for all our customers. To assist in the implementation and administration of the Better Service Partnership Local Land Charges (LLC) service. Working within agreed and identifiable time scales and delivering a well-reasoned officer output which delivers a successful outcome. To assist in key specialist projects, both related to the provision and maintenance of LLC Register(s) and associated initiatives related to its application in line with LLC Review project objectives and HM Land Registry data transfer requirements as allocated by Local Land Charges Information Manager and the Senior Local Land Charges Officer.

## **Specific Duties and Responsibilities**

1. Prepares and processes Local Land Searches and accompanying forms of supplemental enquiries. Assists Senior LLC Officer in ensuring that data used to complete LLC Search Certificates and accompanying forms of supplementary enquiries is accurate, and returns are made via email or upload to third party search portal as appropriate in line with Council policies and procedures.
2. Under the direction of the Senior LLC Officer, assists in maintaining, updating and amending the LLC databases to increase the accuracy and efficiency of the delivery of the service provided. Rectifies errors, omissions and updates information in liaison with data owners.
3. Works flexibly to operate as necessary across the Better Service Partnership Local Land Charges service. Assists in ensuring smooth implementation of business process changes and undertakes duties of LLC Team members as required for service resilience. Assists in devising new work processes and systems to improve the day to day running of the Local Land Charges Team and increase accuracy and efficiency of the delivery of the service.
4. Assists the Local Land Charges Information Manager to ensure the Local Land Charges Review project outcomes and HM Land Registry data transfer requirements are met in line within key milestones, including data cleansing tasks as required.
5. Under the direction of the Local Land Charges Information Manager, assists in maintaining, amending and updating the Local Land Charges Register(s) and



keeping it up to date by registering Charges which are made by the Councils' and by any other statutory authority under various Acts and which are enforceable by them.

6. Liaises with the Local Land Charges Spatial Data Officer to ensure all relevant Register change data is digitised and the integrity and completeness of associated spatial data sets is maintained.
7. Deals with Personal Search representatives, and their requests for information in line with the statutory framework and the adopted Council process.
8. Assists LLC Information Manager as required to enable provision of routine and ad hoc statistics and performance management information.
9. Assists with the validation, registration and dispatch of Searches as required, prioritising digital and electronic best practice, ensuring accuracy of search information and payments received to facilitate timely processing.
10. Under the direction of the Senior LLC Officer, deals with routine enquiries and correspondence effectively in line with Better Service Partnership policy and procedures.

#### **CRITERIA FOR PROGRESSION TO Scale 6**

11. Under the direction of the LLC Information Manager, liaises with H M Land Registry representatives regarding the cleansing and transfer of LLC data as required.
12. Assists the LLC Spatial Data Officer in the day to day maintenance of spatial data sets, ensuring continued accuracy of data and associated metadata and liaising with data owners to maintain resilient and timely information flows for updating LLC spatial data sets.
13. Monitors performance of other local authorities and initiatives in their LLC Service, including participation in relevant meetings and forums to ensure acquisition of knowledge for identification and implementation of best practice.
14. Liaises with and gives advice to other Council/Better Service Partnership services e.g. Local Land and Property Gazetteer, GI System Administrators, Planning, Environmental Services, Legal, Street Naming and Numbering, Electoral Registration, Building Control, Valuation Service, Traffic and Engineering, Economic Development, CIL, Tree Section and Residential/Commercial Council Tax in order to maintain LLC data integrity

## **CRITERIA FOR PROGRESSION TO SO1**

15. Liaises with Senior Local Land and Property Gazetteer Officer on any necessary amendments and additions to the LLPG and identifies and assists with resolving mismatches between the Local Land Charge and LLPG systems.
16. Liaises with the Information and Planning Obligations Team Manager and ensures that upgrades to the LLC system are carried out when required including as a result of legislative changes. Notifies the Application Coordinator (GIS and Property Data) when Ordnance Survey data needs to be updated or other mapping errors need resolving.
17. Provides expert advice in relation to complex searches, queries and related correspondence.
18. Independently manages an area of work within the Local Land Charges Team. Independently undertakes key specialist projects, both related to the provision and maintenance of LLC Register(s) and associated initiatives related to its application in line with LLC Review project objectives and HM Land Registry data transfer requirements, as allocated by the LLC Information Manager.
19. Assists the Senior Local Land Charges Officer, in assessing the implications of Council policy proposals, new legislation, statutory regulations and case law relating to Local Land Charges and the work associated with Personal Search Agencies (PSA).
20. Coaches and supervises junior officers to help them acquire the skills and knowledge so they are able to be self-reliant in the use of LLC software and related technical issues.

## **Generic Duties and Responsibilities**

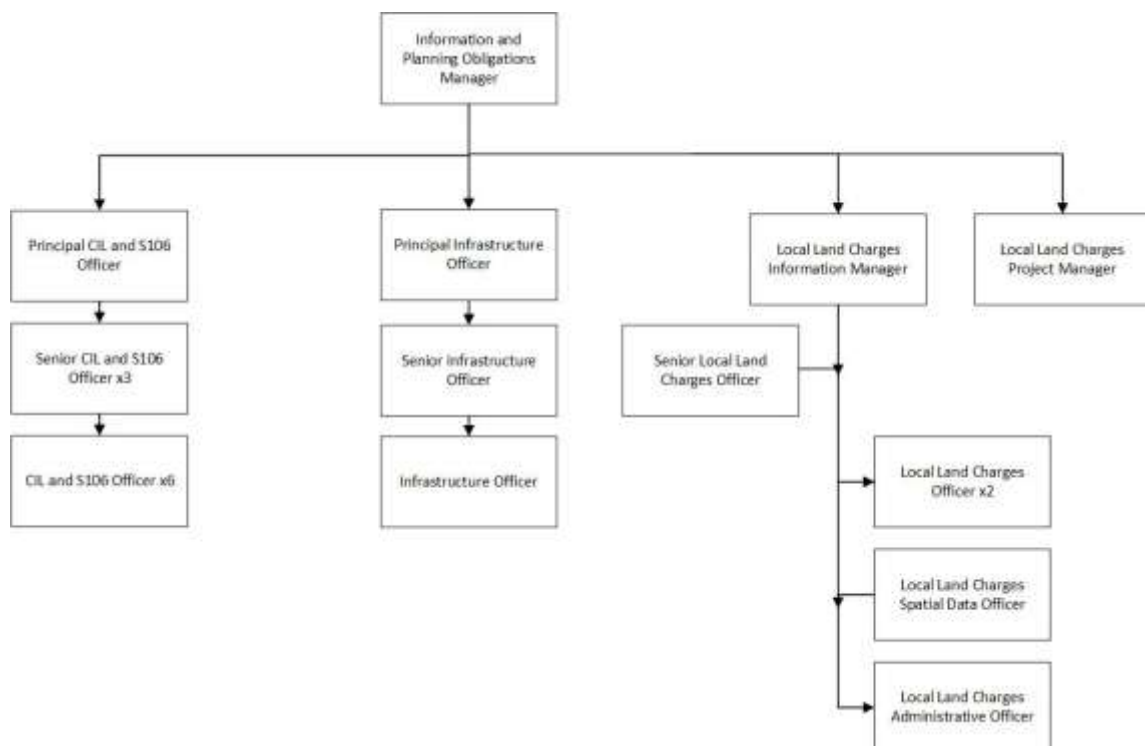
- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems

- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

### Additional Information

Not applicable.

### Team structure



## Person Specification

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### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
A working knowledge and understanding of the Local Land Charges Service.	X		A/I/T
Knowledge and understanding of effective customer relations and customer care practices.		X	A/I/T
Experience	Essential	Desirable	Assessed

Experience of delivering a service in a client support and/or customer services environment	X		A/I
Experience in working in a Local Land Charges Service.	X		A/I/T
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Clear understanding of IT systems generally including Microsoft Office, Internet Explorer and GIS systems (desirable).	X		A/I
Articulate in written and oral communication skills with particular reference to report and letter writing and communicating with the public, staff and other professionals.	X		A/I/T
Possess a keen eye for detail and ability to produce accurate work.	X		A/I
Ability to analyse and interpret data and present key facts to both internal and external groups.		X	A/I/T
Ability to work with minimal supervision.		X	A/I
To work effectively to meet deadlines and manage competing and changing priorities.	X		A/I
Ability to deal effectively with numbers and data and to produce and interpret management information		X	A/I
Able to handle change positively use initiative to identify solutions to problem solving and demonstrating a 'can-do' attitude to improvements in service delivery.	X		A/I
To work effectively and flexibly as part of a team taking into account the needs of other Council Departments and with a willingness and ability to share knowledge with other staff.	X		A/I

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**