

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Local Land Charges Information Manager	Grade: PO4
Section: Spatial Planning	Directorate: Chief Executive
Responsible to following manager: Information and Planning Obligations Team Manager	Responsible for following staff: Senior Local Land Charges Officer Local Land Charges Officers Local Land Charges Spatial Data Officer Local Land Charges Administrative Officer
Post Number/s:	Last review date: April 2025

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

Responsible to the Information and Planning Obligations Team Manager for the management, supervision, administration and control of the Local Land Charges Service (LLC) relating to the Councils' statutory obligations under the Local Land Charges Act 1975 and the Rules 1977, and the Commons Registration Act 1965. To maximise the

benefits of IT functionality to facilitate on-line and self-service options for customers, enquiring solicitors, personal search agencies, private individuals, and other Better Service Partnership Directorates. To take a lead role in implementing service improvements and manage the Local Land Charges Team to achieve optimum performance across both boroughs, proactively identifying efficiencies and implementing new processes to improve service delivery and generate savings. Responsible for ensuring continuity of HM Land Registry live service in Wandsworth and full readiness to attain HM Land Registry migration requirements in Richmond in line with required timescales, working closely with the Local Land Charges Project Manager.

Specific Duties and Responsibilities

1. Responsible to the Information and Planning Obligations Team Manager for all aspects of the strategic management, supervision, administration and control of the Better Services Partnership Local Land Charges (LLC) Service. Provides effective leadership, training, support, innovation and guidance in relation 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 and The Local Authorities (England) (Charges for Property Searches) Regulations 2008.
2. Responsible for ensuring Richmond and Wandsworth Local Land Charge Search turnarounds are maintained in line with service expectations and well within the statutory 10 working day maximum timeframe by exception.
3. Responsible for liaising with data owners of statutorily disclosable Local Land Charge information to ensure smooth registration to the applicable part of the Register and where registrations arise under new legislation to proactively liaise with service leads to document and implement processes thereafter.
4. Maximises the benefits of IT functionality to facilitate on-line and self-service options for customers, enquiring solicitors, personal search agencies, private individuals, and other Better Services Partnership Directorates.
5. Undertakes and exercises all staff management functions for the team, managing resources effectively to meet national and corporate performance targets. Ensures that the team is properly trained and kept up-to-date with new developments. Encourages team members to increase their skills so that there is service resilience within the team and flexibility to operate as necessary across the Better Services Partnership Local Land Charges service.
6. Under the direction of the Head of Service and Information and Planning Obligations Team Manager, provides detailed information required for budget

management of the Local Land Charges service. Responsibility for maximising income, minimising expenditure and applying effective budgetary monitoring and control procedures as required, whilst ensuring that Audit requirements are met. Assists Information and Planning Obligations Team Manager in annually reviewing all aspects of expenditure and income including cost recovery and the 2008 Charges for Property Regulations.

7. Provides assistance to the Information and Planning Obligations Team Manager when setting the Service Level Agreements and determining the software requirements for new Application software. Responsibility for ensuring proposed specifications for new software meet the needs of the Local Land Charges service.
8. Responsible for producing the Councils' outturn statement for publication at the end of each financial year in compliance with The Local Authorities (England) (Charges for Property Searches) Regulations 2008. Ensures that the Councils' adhere to other requirements of the cost recovery regulations within the specified statutory timescale and ensure all relevant LLC fees documentation has necessary approval, including Head of Service, prior to publication.
9. Responsible for implementing a direct marketing strategy for the LLC with a view to maximising income by maintaining and developing existing business and attracting new clients. Responsible for promoting channel shift to clients, prioritising digital and electronic best practice and overseeing liaison with Corporate IT and GIS leads to ensure that LLC spatial datasets are used to support wider Better Services Partnership data accessibility, transparency and self-service initiatives where appropriate.
10. Promotes the LLC Service to its users and amends the Councils' websites to give up to date information on the LLC services provided. 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.
11. Manages the Local Land Charges Team to ensure the service improvements and HM Land Registry data transfer requirements are met in line within key milestones, including data cleansing tasks as required. To take a lead role in implementing service improvements and manage the Local Land Charges Team to achieve optimum performance in both boroughs. . Works flexibly to proactively identify efficiencies, implementing new processes to improve service delivery and generate savings.

12. Advises Information and Planning Obligations Team Manager of the implications of Council policy proposals, new legislation, statutory regulations and case law relating to LLC and the work associated with Personal Search Agencies (PSA). Provides advice and guidance to interested parties as required on such changes (e.g. the transfer of the LLC Registers to HM Land Registry's centralised register) ensuring that all members of staff are kept fully updated and revising procedures as required.
13. Ensures Personal Search Agency requests for information are processed in accordance with the statutory framework and adopted Council processes.
14. Responsible for monitoring Government initiatives for on-line searches with National Land Information Service (NLIS) (and other on-line systems) and advises Information and Planning Obligations Team Manager of any developments and suitability for application by the Council. In conjunction with the Information and Planning Obligations Team Manager prepares responses to government consultation papers relating to the LLC service.
15. Responsible for developing, monitoring, and reviewing the performance and quality standards, ensuring that service requirements are met in relation to the Better Service Partnership's Corporate Performance and Business Continuity Plans. Provides Topline Performance Indicator results for the LLC service to the Information and Planning Obligations Team Manager and Head of Spatial Planning as requested. Ensures workflow information is readily maintained in electronic form to facilitate prioritisation of work, distribution of caseloads and enable provision of routine and ad hoc statistics and performance management information on request.
16. Regularly monitors reports for the Service and participates in Better Service Partnership Initiatives, responds to suggestions and complaints and assists with the monitoring and logging of suggestions and complaints for the LLC team, providing statistical information for monitoring and committee reports as required. Keeps the Information and Planning Obligations Team Manager informed of any issues raised by clients and proposed resolutions.
17. Working closely with the Local Land Charges Project Manager, responsible for the optimum development and maintenance of the Local Land Charges software systems, liaising with Planning, Building Control, the software supplier(s) and IT Client side to overcome any problems. Takes the lead in implementing any remedial actions and liaises with the Information and Planning Obligations Team Manager to ensure operating problems are dealt with swiftly and that hardware requirements are reviewed.

18. Responsibility for overseeing the daily maintenance and updating of the LLC Registers, ensuring it is kept 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 within required timescales. Responsible for ensuring all relevant Register data is digitised and the integrity and completeness of associated spatial data sets is maintained in line with business requirements and HM Land Registry requirements.
19. Oversees liaison with a range of data owners to ensure Service Level Agreements are in place, promoting the wider service efficiencies and resource savings achievable to secure commitment in line with corporate objectives..
20. Ensures Service Level Agreements are in place to confirm completeness of LLC datasets and information flows are established and effective for ongoing maintenance of data, without interruption, to fulfil statutory and overall service requirements.
21. Continuously identifies improvements and enhancements to the processes and procedures in Local Land Charges designed to enhance service delivery. Implements and reviews approved changes to processes and procedures in liaison with the Information and Planning Obligations Team Manager.
22. Responsible for working in close liaison and on a regular basis with HM Land Registry (HMLR) representatives and data analysts, providing information and advice on all aspects of the Councils' Local Land Charges Registers required in order to facilitate the transfer of data to the centralised Land Registry database.
23. Ensures the accurate completion of searches in the Commons Registers, and responsible for maintaining and updating this and training staff in all aspects of Commons related work. Liaises with Legal Advisers on land transfers and other more complex Commons related matters. Maintains awareness of any relevant legislation in connection with the Better Service Partnership's duty of holding and maintaining the Commons Register.
24. Responsibility for LLC data management, ensuring that data used to complete LLC Search Certificates and accompanying forms of supplementary enquiries is accurate, and returns are made via email or uploaded to third party search portals as appropriate in line with Council policies and procedures. Oversees management of electronic archive to ensure full audit trail is maintained.
25. Provides advice on complex problems and works in close liaison and on a regular basis with public representatives and agencies at a senior level including Better Services Partnership Members, Directors of Better Services Partnership



Directorates, other Better Services Partnership Services, officers of other local authorities, private companies, and various Government Departments.

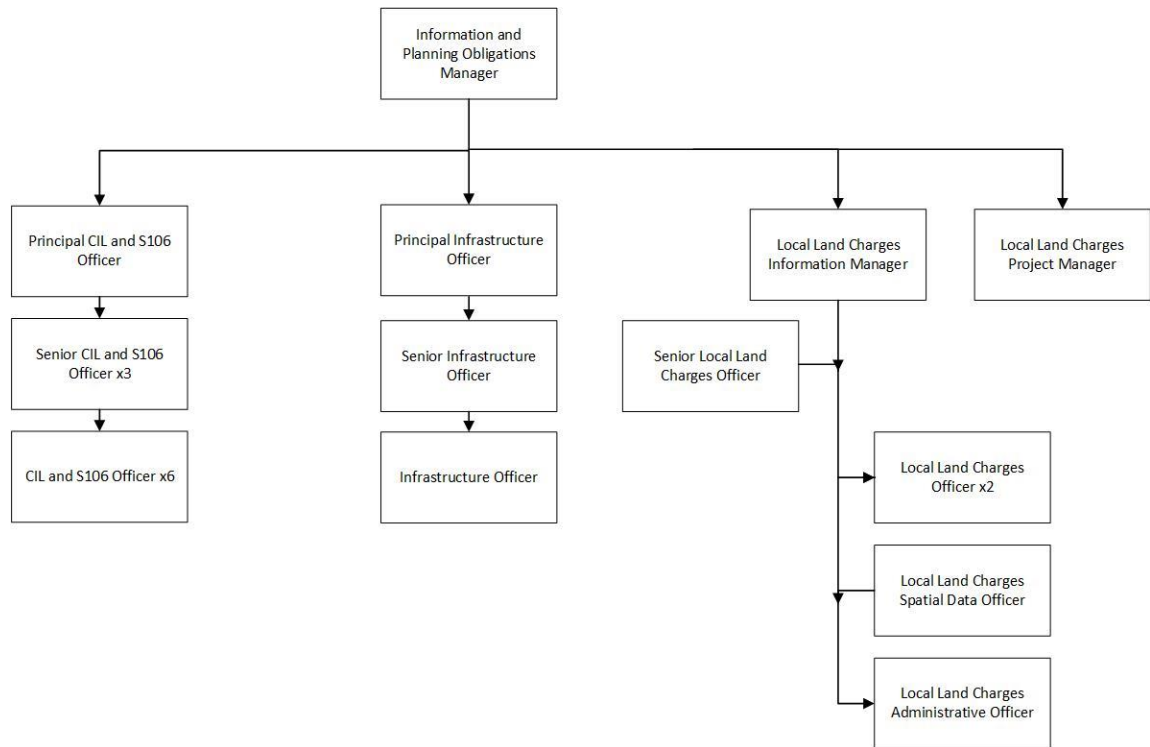
Generic Duties and Responsibilities

- 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
Thorough and comprehensive knowledge and understanding of Local Land Charges Service.	X		A/I/T
Experience	Essential	Desirable	Assessed

Experience of local government finance including rules surrounding income and expenditure		X	A/I
Proven experience of using initiative to identify innovative solutions to problem solving and demonstrating a 'can-do' attitude to improvements in service delivery.	X		A/I/T
Experience of successfully identifying, introducing and managing changes designed to improve service delivery.	X		A/I/T
Experience of developing effective working relationships with stakeholders to promote and enhance service delivery	X		A/I
Proven experience of taking a lead role in delivering a transformation project, implementing project recommendations to maximise efficiencies		X	A/I/T
Experience of managing, training and motivating staff on a day to day basis to secure and maintain improvements in service delivery.	X		A/I
Skills	Essential	Desirable	Assessed
Clear understanding of IT systems including Microsoft Office packages, GIS and bespoke databases (including spatial) and computer systems and how best to utilise these to improve service delivery	X		A/I
Effective report writing skills including preparation of documents to other authorities and statutory bodies	X		A/I/T
Articulate in written and oral communication skills with particular reference to report and letter writing, public speaking, presentation skills and communicating with Members, the public, staff and other professionals.	X		A/I/T
Ability to analyse and interpret complex data and present key facts including policy implications in the preparation of reports, policy formulation and other material.	X		A/I

To work effectively with the team to meet challenging deadlines, often with competing and changing priorities.	X		A/I
To work as part of a team taking into account the needs of other Better Services Partnership Departments and with a willingness and ability to impart knowledge to other staff	X		A/I
Ability to assist in identifying need for change and to introduce and manage changes designed to improve service delivery	X		A/I
Qualifications	Essential	Desirable	Assessed
Degree, relevant professional qualification, accredited learning qualification or equivalent experience.		X	

A – Application form / CV

I – Interview

T – Test

C - Certificate