

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Local Land Charges Administrative Officer	Grade: Scale 6
Section: Spatial Planning	Directorate: Growth and Place
Responsible to following manager: Local Land Charges Information Manager	Responsible for following staff: N/A
Post Number/s:	Last review date: July 2026

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

Reports to the Local Land Charges Information Manager and provides administrative support 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.

Specific Duties and Responsibilities

1. Responsible to the Local Land Charges Information Manager and works under the supervision of the Senior Local Land Charges Officer to provide an effective administrative support function to the Local Land Charges Team.
2. Undertakes the validation and registration of searches, prioritising digital and electronic best practice, ensuring accuracy of search information and payments received to facilitate timely processing.
3. Dispatches Local Land Charges Search Certificates and accompanying forms of supplemental enquiries via email or upload to third party search portals as appropriate. Maintains complete electronic record of search documentation to ensure audit trail available in relation to searches.
4. Assists with the regular updating of the Local Land Charges system in order to maintain the accuracy of the reports which are needed to provide reliable management information. Maintains live search workflow information in electronic form to facilitate prioritisation of work, distribution of caseloads and enable provision of routine and ad hoc statistics and performance management information.
5. Deals with Personal Search Agency representatives and undertakes validation, recording and dispatch of Personal Search Agency requests for information in line with the statutory framework and the adopted Council procedures.
6. Assists the Local Land Charges Information Manager in reconciling and processing payments received, taking account of coding allocations and VAT requirements.

7. Acts as a first point of contact for all searches including handling all basic enquiries; dealing with all telephone queries and responding to all emails within 24 hours of receipt.
8. Seeks to ensure that the Local Land Charges Service's customer care standards are complied with and seeks necessary management action to ensure such performance.
9. Under the direction of the Local Land Charges Information Manager, assists in maintaining, amending and updating the Local Land Charges Registers and keeping them 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.
10. 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.
11. 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. Works flexibly to ensure implementation of resulting business process changes as required.
12. 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.
13. Trains new starters in all administrative aspects of the Team.

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,

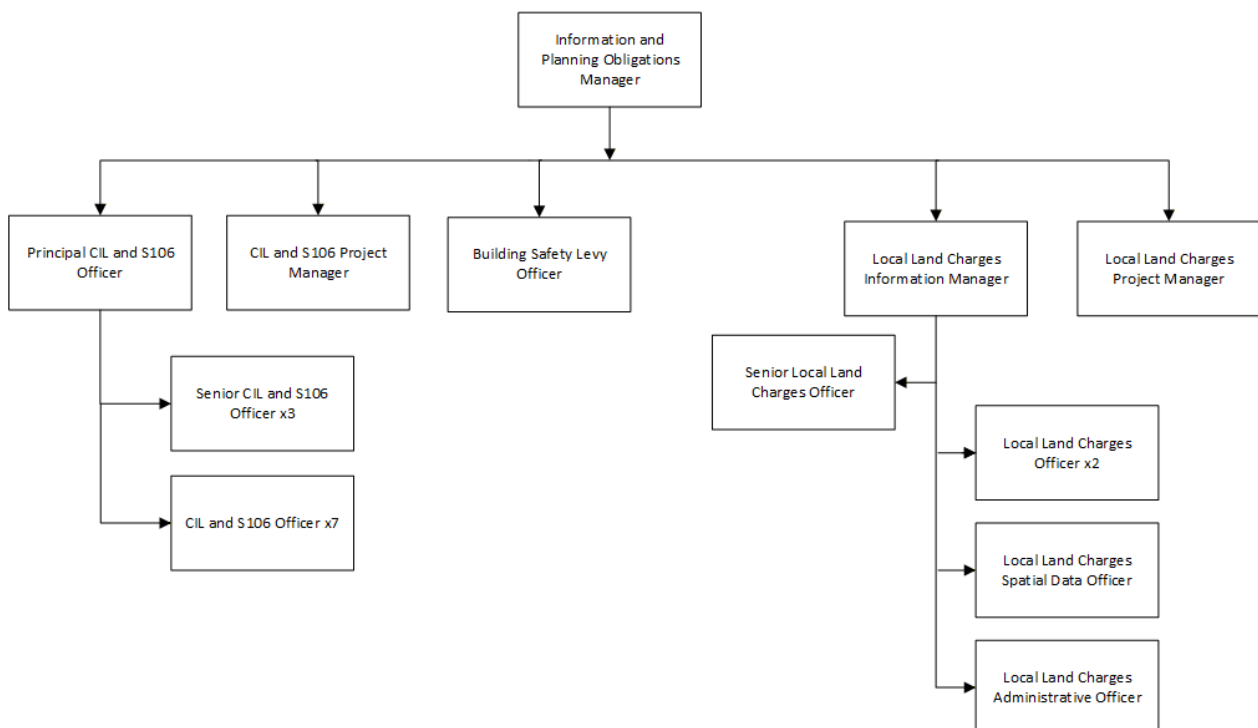
supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- 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 of office administrative systems and processes.	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

Proven experience in working in an office environment.	X		A/I
Skills	Essential	Desirable	Assessed
Clear understanding of IT systems generally including Microsoft Office, Internet Explorer and GIS systems (desirable).	X		A/I/T
Possess a keen eye for detail and ability to produce accurate work.	X		A/I/T
Ability to deal effectively with numbers and data and to produce and interpret management information.	X		A/I
Effective organisational skills to meet work demands often with competing and changing deadlines.	X		A/I
Ability to liaise with other departments and outside bodies		X	A/I
Must be a self-starter and able to work with minimal supervision.		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
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

A – Application form / CV

I – Interview

T – Test

C - Certificate