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Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Local Land Charges Administrative Officer	Grade: Scale 6
Section: Planning and Transport Strategy	Directorate: Environment and Community Services
Responsible to following manager: Local Land Charges Information Manager	Responsible for following staff: N/A
Post Number/s:	Last Review Date: October 2018

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement 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:

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



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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.



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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 the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.

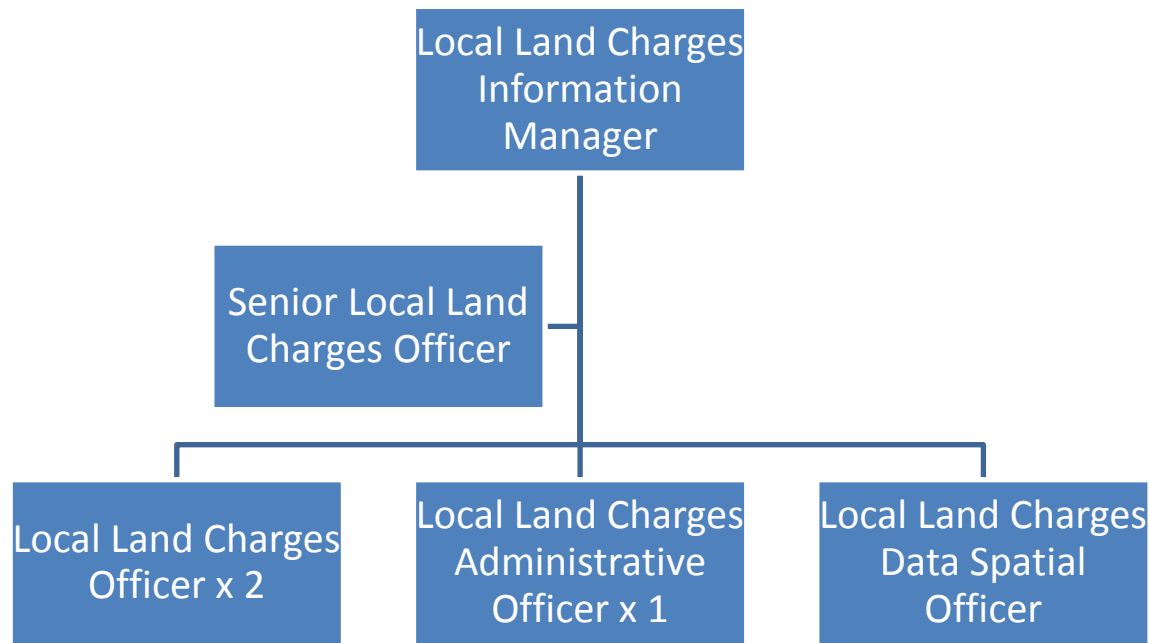


- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- Comply with the Flexible Office Working arrangements including Working from Home as required.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

Not applicable.

Current team structure





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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	



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A working knowledge of office administrative systems and processes.	A/I/T
Knowledge and understanding of effective customer relations and customer care practices.	A/I/T
Experience	
Experience of delivering a service in a client support and/or customer services environment.	A/I
Proven experience in working in an office environment.	A/I
Skills	
Clear understanding of IT systems generally including Microsoft Office, Internet Explorer and GIS systems (desirable).	A/I/T
Possess a keen eye for detail and ability to produce accurate work.	A/I
Ability to deal effectively with numbers and data and to produce and interpret management information.	A/I
Effective organisational skills to meet work demands often with competing and changing deadlines.	A/I/T
Ability to liaise with other departments and outside bodies	A/I
Must be a self-starter and able to work with minimal supervision.	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.	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.	A/I

A – Application form

I – Interview

T – Test

C – Certificate