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Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Local Land Charges Information Manager	Grade: PO4
Section: Planning and Transport Strategy	Directorate: Environment and Community Services
Responsible to following manager: Principal System Business Support Officer	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: September 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 (SSA) 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:

Responsible to the Principal System Business Support Officer 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



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functionality to facilitate on-line and self-service options for customers, enquiring solicitors, personal search agencies, private individuals, and other SSA Directorates. To take a lead role in implementing the recommendations of the Local Land Charges Review and manage the Local Land Charges Team to achieve operation under the proposed harmonised business model, proactively identifying efficiencies and implementing new processes to improve service delivery and generate savings. Responsible for ensuring full readiness to attain HM Land Registry migration requirements in line with required timescales.

Specific Duties and Responsibilities:

1. Responsible to the Principal System Business Support Officer for all aspects of the strategic management, supervision, administration and control of the SSA 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. 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 SSA Directorates.
3. 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 SSA Local Land Charges service.
4. Under the direction of the Head of Service and Information and Business Support 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 Business Support Team Manager in annually reviewing all aspects of expenditure and income including cost recovery and the 2008 Charges for Property Regulations.



5. Provides assistance to the Principal System Business Support Officer 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.
6. 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.
7. 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 SSA data accessibility, transparency and self-service initiatives where appropriate.
8. 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.
9. Manages the Local Land Charges Team 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. To take a lead role in implementing the recommendations of the Local Land Charges Review and manage the Local Land Charges Team to achieve operation under the proposed harmonised business model. Works flexibly to proactively identify efficiencies, implementing new processes to improve service delivery and generate savings. Responsible for ensuring full readiness to attain HM Land Registry migration requirements in line with required timescales.
10. Advises Information and Business Support Team Manager of the implications of Council policy proposals, new legislation, statutory regulations and case law



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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.

11. Ensures Personal Search Agency requests for information are processed in accordance with the statutory framework and adopted Council processes.
12. Responsible for monitoring Government initiatives for on-line searches with National Land Information Service (NLIS) (and other on-line systems) and advises Information and Business Support Team Manager of any developments and suitability for application by the Council. In conjunction with the Information and Business Support Team Manager, prepares responses to government consultation papers relating to the LLC service.
13. Responsible for developing, monitoring and reviewing the performance and quality standards, ensuring that service requirements are met in relation to the SSA's Corporate Performance and Business Continuity Plans. Provides Topline Performance Indicator results for the LLC service to the Information and Business Support Team Manager and Head of Planning and Transport Strategy 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.
14. Regularly monitors reports for the Service and participates in SSA 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 Principal System Business Support Officer informed of any issues raised by clients and proposed resolutions.
15. 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 Principal System Business Support Officer to ensure operating problems are dealt with swiftly and that hardware requirements are reviewed.



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16. 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 Local Land Charges Review and HM Land Registry data transfer objectives.
17. Oversees liaison with a range of data owners to deliver the objectives of the Local Land Charges Review data cleansing project, promoting the wider service efficiencies and resource savings achievable to secure commitment to the proposed business model.
18. 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.
19. Continuously identify 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 Business Support Team Manager.
20. 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.
21. 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 SSA's duty of holding and maintaining the Commons Register.
22. 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 upload to third party search portal as appropriate in line with Council policies and procedures. Oversees management of electronic archive to ensure full audit trail is maintained.



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23. 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 SSA Members, Directors of SSA Directorates, other SSA 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 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.
- 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

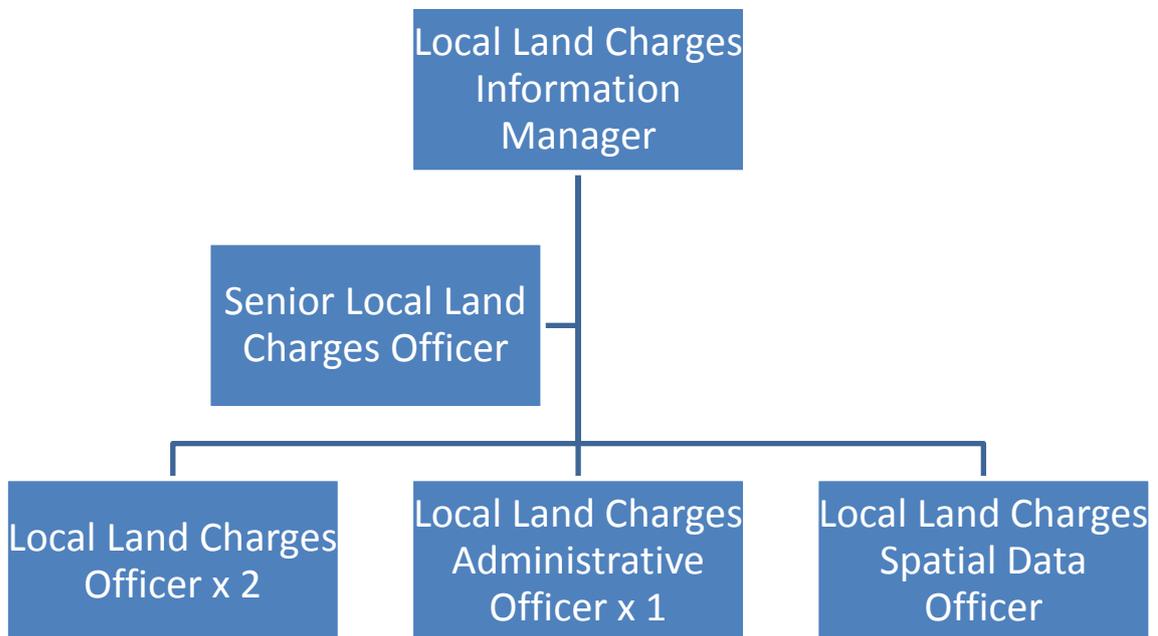
Not applicable.



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Current team structure





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Person Specification

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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)
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Knowledge	
Thorough and comprehensive knowledge and understanding of Local Land Charges Service.	A/I
Experience	
Experience of local government finance including rules surrounding income and expenditure	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.	A/I/T
Experience of successfully identifying, introducing and managing changes designed to improve service delivery.	A/I/T
Experience of developing effective working relationships with stakeholders to promote and enhance service delivery	A/I
Proven experience of taking a lead role in delivering a transformation project, implementing project recommendations to maximise efficiencies	A/I/T
Experience of managing, training and motivating staff on a day to day basis to secure and maintain improvements in service delivery.	A/I
Skills	
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	A/I
Effective report writing skills including preparation of documents to other authorities and statutory bodies	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.	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.	A/I
To work effectively with the team to meet challenging deadlines, often with competing and changing priorities.	A/I
To work as part of a team taking into account the needs of other SSA Departments and with a willingness and ability to impart knowledge to other staff	A/I
Ability to assist in identifying need for change and to introduce and manage changes designed to improve service delivery	A/I



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Qualifications	

A – Application form

I – Interview

T – Test

C – Certificate