



**North
Northamptonshire
Council**

North Northamptonshire Council Job Description and Person Specification

Local Land Charges Officer

Service Area: Regulatory Services
Reports to: Local Land Charges Manager
Salary scale: NNCBAND03.
Responsible for: N/A

Purpose of the job

- To provide an effective service for the Council's Local Land Charges (LLC) Function including; maintaining the Local Land Charges register, processing local land charge searches, liaising with the necessary LLPG/GIS officer for them to update the LLPG, advice and information on LLC functions, and responding to customer queries about our services.
- To assist managers and other stakeholders to ensure successful delivery of the Local Land Charges Programme including data discovery activities, data cleansing and digitisation of registerable local land charges data to comply with future land registry requirements regards the government's initiative to become the world's leading land registry.
- To deliver a professional customer focused Local Land Charges Service which meets customers' needs and delivers good customer satisfaction.
- To support the Local Land Charges Manager to deliver transformational change and innovation in services within your area of responsibility and cross cutting other areas of Regulatory Services and wider council service provision. To support in the implementation of change due to new legislation as and when required.

Principal responsibilities

1. To deliver a professional, reliable, and customer-focussed Local Land Charges service by exceeding customer satisfaction levels, maintaining the Local Land Charges Register in accordance with statutory requirements.
2. To receive, validate, register and accurately carry out Local Land Charges searches and respond to customer queries in line with service targets and objectives.
3. To calculate search fees for search areas using published service fees and charges.
4. Liaise with search agencies, solicitors, conveyancers, officers, councillors and members of the public either by telephone, email, or face to face; obtain/provide information or arrange other action as necessary.

5. To support the Local Land Charges Manager with transformation activities to improve the service offering and maximise opportunities to generate revenue.
6. To maintain databases and filing systems including statutory registers through appropriate means, including entering data onto electronic databases and the scanning, and plotting of data on GIS system.
7. To monitor and manage incoming and outgoing queries to/from the Local Land Charges shared email mailbox.
8. To respond to Local Land Charges related enquiries made under the Freedom of Information Act and/or Environment Information Regulations.
9. To support with mentoring and training of junior colleagues within the team including the team apprentice.
10. To carry out tasks required to successfully deliver the transfer of the register to HMLR including data cleansing, digitisation, data discovery activities and updating of the HMLR UI.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.



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Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	5 GCSE's (Grade A-C) or equivalent, including English and Maths NB – Exceptionally, where an employee can demonstrate equivalent capability, the stated qualifications will not be required	Relevant qualification e.g. Certificate or Advanced Certificate in Local Land Charges (LLCI),
Experience and Knowledge	Experience of working within a busy office environment. Experience dealing with customers.	Knowledge and understanding of the Local Land Charge Service. Knowledge and understanding of the conveyancing process. Knowledge and understanding of the Planning process.
Ability and Skills	Ability to work to tight deadlines and be flexible in work approaches. Ability to learn IT systems and to use computer software packages. Analytical approach to work and attention to detail. Demonstrate excellent communication skills including written and oral communication and IT user skill.	Ability to use Geographical Information (GIS) systems

Attributes	Essential criteria	Desirable criteria
	Ability to develop and maintain good working relationships with a wide range of customers, stakeholders, and partners. Ability to work as part of a team. Ability and willingness to travel around the county, if required.	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role.	