# North Northamptonshire Council

# Job Description and Person Specification

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| **Local Land Charges Manager** |

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| **Service Area: Regulatory Services** |
| **Reports to: Head of Building Control and Local Land Charges** |
| **Salary scale: NNCBAND08.** |
| **Responsible for: Local Land Charges Teams** |

## Purpose of the job

* To provide an effective service for managing 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, provide system support, advice and information on LLC functions, and responding to customer queries about our services.
* To work with other stakeholders to ensure successful delivery of the Local Land Charges Programme including; engagement with HM Land Registry, 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 and which fully explores future opportunities to grow market share and maximise income in Local Land Charges Services.
* To support the Head of Building Control and Local Land Charges 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.

## Principal responsibilities

1. Day to day management of the Local Land Charges t service, managing resources to ensure that the service meets statutory requirements and monitoring performance to ensure that the service meets service plan and performance indicator targets and operational needs.
2. To act as the lead officer and senior technical advisor for Local Land Charges and provide legislative guidance and technical support to colleagues in the Local Land Charges Team and the council. To ensure the service complies at all times with relevant applicable legislation and regulations. Preparing reports and attending meetings as required.
3. To proactively manage staff development and training to ensure the team has the requisite levels of knowledge, skills, and competency to perform their roles.
4. To work with the Head of Service to develop a marketing strategy to increase income and market share.
5. To deputise for the Head of Building Control and Local Land Charges in respect of these services and in respect of other services within the service as and when required.
6. To ensure that there is effective and timely forecasting and analysis of business and financial data to enable robust budget management and budget planning, minimising financial risks, and maximising potential efficiencies.
7. Contribute to the overall management of risk, ensuring that lines of accountability are clear and well understood and systems are in place for monitoring, evaluating, and managing risks to secure the reputation of the council. This includes provision of LLC assistance for business continuity or emergency plan purposes.
8. Lead and develop the procurement strategies for services and contracts in order to secure cost-effective outcomes by:

* Contract development, negotiations, and regular review in order to ensure the availability of required services and promote service improvement planning and delivery.
* Develop management information with customers and contractors in order to manage performance and costs effectively.
* Contribute as part of the management team to corporate strategies and policies and working with colleagues in other directorates and partner organisations.
* Oversee the work of the teams, consultants and contractors and ensure that correct technical and contract management procedures are followed.

1. Provide professional and managerial support to, and work with the Head of Service to develop strategies and plans that identify and recommend improvements that transform service delivery to ensure long term management of the service is sustainable in terms of meeting legislative obligations, financial constraints, and key performance targets.
2. Lead, motivate and support LLC Team colleagues, setting the direction for the service, creating a culture of empowerment and trust, undertaking line management duties of direct reports, being accountable for the budgets and performance of the service including health and safety and risk management.
3. Produce effective and efficient customer reporting tools and documents that demonstrate and promote the value of the LLC service. Maintain systems to inform and receive feedback (including complaints and suggestions) from customers, partners, suppliers, stakeholders, and employees; and to evaluate that feedback through the assessment of "lessons learned" in order to ensure continuous improvement in the delivery of the service. Ensure that customer-focus and best value is promoted as a core value.
4. To support the delivery of the councils Carbon Reduction Plan, including responsibility for proposing cost effective solutions and taking measures within the LLC and Technical Support Service to reduce consumption of water and energy and emission of greenhouse gasses and meet the councils net zero target.

## 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.

# Person Specification

| **Attributes** | **Essential criteria** | **Desirable criteria** |
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| Education, Qualifications and Training | Degree in a relevant discipline or extensive experience in Local Land Charges | Relevant qualification e.g.  Certificate or Advanced Certificate in Local Land Charges (LLCI),  Management qualification e.g. CMI, ILM |
| Experience and Knowledge | Expert knowledge and understanding of the Local Land Charge Service including working at a senior level.  Knowledge and understanding of the Planning process  Knowledge and experience of how to effect cultural and behavioural change, developing high performing teams.  Excellent business and service planning knowledge and experience | Strong contract management and project management skills.  An understanding of obligations relating to the General Data Protection Regulation (UK GDPR)    Evidence of continual professional development |
| Ability and Skills | Excellent leadership, negotiation and influencing skills, including change management and improvement in service delivery.  Ability to work to tight deadlines and be flexible in work approaches.  Demonstrate excellent communication skills level of written and oral communication and IT user skill.  Ability to develop and maintain good working relationships with a wide range of customers, stakeholders, and partners.  Innovative approach to problem solving and achieving value for money.  Strong performance and financial management skills  Ability and willingness to travel around the county, including at short notice. |  |
| 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. |  |