



Role Profile

Job Title: Local Land Charges Officer	Level: CFL5 - 14	Post Number: SBC_10289
Directorate: Regulatory Services	Job Family: Regulation	Date Prepared: 27 January 2006

Role reports to (Job Title): Team Leader Local Land Charges

*Please attach an organisation chart showing where this job reports within the structure.

Job Purpose:

To comply with statutory requirements of The Local Land Charges Register and the register of village greens and common land by maintaining and updating manual and electronic entries. To interpret the search requests and ensure the correct area is identified by manual and electronic processes. To respond to questions in connection with the register or search request from the legal profession, members of the public and their agents.

Key Accountabilities:

1. Accept requests for official Local Authority searches - investigating and collating information from Ordnance Survey Maps and tracing relevant Local Land charge register entries in order to complete a search.
2. Analyse information from various internal departments of the Council using both manual and computerised records in order to complete the LLC1 form and Con29 questions promptly and accurately.
3. Access the National Land Information Service (NLIS) via the Internet to retrieve search requests submitted in electronic format. Verify information on line using computerised and manual map based data.
4. When using the computerised Land Charges software ensure that the relevant data fields are accurately completed in line with Local/National Land & Property Gazetteer to ensure BS7666 compliant.
5. Day to day administration duties pertaining to the job, including filing and despatching searches in appropriate format.
6. Maintain the Register of Common Land and Village Greens in accordance with The Commons Registration Act 1965. Retrieve information from the Commons register using map based information to respond to CR21 requests.
7. Maintain the Land Charges Register ensuring both manual and computerised records which are regularly updated in accordance with the Local Land Charges Act 1975 & the Local Land Charges Rules 1977 (as amended)
8. Participate in the delivery of a data capture programme to ensure that manual records are transcribed onto the computerised Land Charges system.
9. Communicate with Solicitors, Personal Search Agents and the NLIS Hub to clarify information, and

consolidate requests.

10. Research information from the Land Charges Register checking both manual and electronic data including map based records for Personal Search Agents and reply to their requests, by email, and web based programmes.
11. Identify training needs for Continuous Personal Development and follow a training path in order to gain knowledge and experience to be able to personally manage ongoing updates and improvements on computerised Land Charges Systems and other software packages.
12. Accurately check daily account report to verify total income is correct, balance with BACS, cheques and telephone payments in order to deposit with cashiers, and balance the days takings
13. Ensure that the increasingly challenging performance targets are met as derived from any policy, business plan, national or local performance indicators.
14. Participate in the business planning process in order to deliver and promote a high quality service to the customer.

Supplementary Accountabilities:

1. Act as mentor to support less experienced members of staff on technical and procedural matters.
2. Contribute to the setting of service objectives and policies, the processes and procedures of the registration of charges and promote the service in a commercial and competitive arena.
3. Respond to the legal profession with supplementary queries following a search.

Known Future changes to the Job:

- > To create all registerable items in electronic format in order to ensure progression to HM Land Registry which will deliver a fully electronic service to the customer.

Job Scope:

Typical tasks personally managed:

- > **Agree KRAs', Competencies and personal training and development.**
- > **Monitor performance against agreed business plan targets and to agree corrective action**
- > **Ensure all health & safety and other requirements are met.**

Job Scope:

Budget: N/A

Assets:

- 1. Historical Records held in map form**
- 2. Copies of Legal Agreements**

Knowledge & Experience:

- > GCSE (grade C or above) in English Language, or equivalent.
- > 2 years broad based administration experience
- > IT literate with a working knowledge of databases and word processing
- > Experience of working with plans/maps – either manual or electronic
- > Experience of providing a customer service, either face to face or by telephone
- > Experience of investigating, reviewing and collating information
- > Experience of Local Land Charges, Legal or Property conveyance

Decision Making:

- Identify the content of a submitted search request in manual and electronic form.
- Calculate the cost of a search request and negotiate a fee for multiple plots.

- Accept and retrieve correct registrations from various sources and verify their entry in the appropriate part of the Land Charges Register.
- Following procedures to resolve problems

Contacts and Relationships:

- Members of the Legal profession and external agents communicate by email, fax, telephone or face to face requiring guidance or clarification on land charges related matters.
- Community Representatives, Members of the Public, Members of other service areas communicate by fax, email, telephone or face to face requiring information or assistance on land charges related matters.
- Daily interaction with internal colleagues from other service areas dealing with their replies to searches communicate by email, fax, telephone or face to face.
- Participate in regular meetings within the Land Charges team to achieve good working practice.

Creativity & Innovation:

- Ability to understand and interpret ordnance survey maps on a daily basis
- Required to think laterally in order to interpret information

Job Specific Competencies:

- Co-operate readily with changing plans/processes and priorities and adapts to new requirements.
- Achieve objectives through the application of job-related knowledge, skills and procedures
- Recognises the need of the individual and delivers services to meet their needs
- Have a strong understanding of the service we provide and promote them to the customer
- Communicate with and listen to others to help implement creative solutions for continuous improvement
- Works to maintain team spirit through honesty and integrity.

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: