
Recruitment information

Job description and person specification

Your title	ADDRESS MANAGMENT OFFICER (FIXED TERM – 12 MONTHS)
DBS check	This post requires a Basic check The aspects of this role that require this level of check are: Data Access – Personal and sensitive
Post number	TBC
Your team	ICT/GIS Team
You would be based	Hybrid – Elmbridge BC / Reigate and Banstead BC / Home
Your line manager	Amy Jackson – GIS & Gazetteer Manager



Elmbridge
Borough Council

About the role

You will be part of the GIS Team based at Elmbridge Borough Council and will also be supporting address services at Reigate and Banstead Council. You will support the management of address data for both authorities—from the naming of new developments to the maintenance of the Local Land and Property Gazetteer (LLPG). Data will be maintained to national standards and will include general processing of address change intelligence and data cleansing. You will work in accordance with all statutory requirements, including consultation with external parties like the Royal Mail, VOA and developers. You will also ensure that the LLPG database is maintained to gold standard for data quality (Improvement Schedule).

The main purpose of the role:

1. Support the Street Naming and Numbering (SNN) process for Councils and service partners.
2. Support the team in maintaining a gold standard LLPG through ongoing cleansing and maintenance of address data, administering data quality improvements in line with the Improvement Schedule requirement and best practice.
3. Promote the use of LLPG data by providing advice, information and solutions in support of business applications as required.
4. Support relevant government initiatives and partnership working.
5. Ensure compliance with national and local standards for data and security (e.g. BS7666, GDPR and Data Protection)

Specific duties and responsibilities

Street Naming and Numbering

1. Manage and process street naming and numbering applications including, new build developments, infills, change of address and confirmation of address.
2. Work in accordance with each councils' procedures and policies for Street Naming and Numbering, statutory regulations and service delivery KPI's.
3. Manage the consultation process including liaising with councillors, homeowners, third parties, emergency services and developers to resolve address anomalies.
4. Notify all external bodies of new property addresses, address changes and officially designated names of new streets.

5. Capture spatial data and produce site plans using GIS and LLPG system.
6. Support the implementation of the Street Naming & Numbering Policies and Charging Schedules for each authority.
7. Carry out site visits as and when required.

Gazetteer Management System

1. Carry out daily maintenance of the LLPG including data capture, data matching and cleansing.
2. Monitor and manage SNN property life cycle process and procedures ensuring address change intelligence is implemented into the LLPG.
3. Ensure that addressing standards and data entry conventions are fully adhered to in address creation and maintenance processes of LLPG.
4. Support the team in meeting KPI's and implement all data quality improvements as required and defined by GeoPlace through the Improvement Schedule.

General

1. Support in the delivery of the ICT Service Delivery Programme.
2. Deliver day to day activities and services in a customer focussed and proactive manner
3. Collaborate with colleagues to provide a progressive, integrated and responsive service in line with service level agreements (SLAs) and local processes (eg: ITIL)
4. At all times carry out the above duties with due regard to the Council's data protection, disaster recovery, security and audit requirements with respect to GIS/LLPG, the Council's health and safety policy, equal opportunities and all other corporate policies.
5. This role will be expected to work with other Councils (Reigate and Bansted BC) to provide SNN or LLPG services. This will include travel to work in their offices and site visits as required to support service delivery and address management.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on board other tasks from time to time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all times you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining the privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

Title: Address Management Officer
Team: GIS Team / ICT
Salary: £33,055 to £36,896

Post no: TBC
Hours: 36 hours per week
Car allowance: Casual Car User

Qualifications and education

No	Key requirements	Desirable/ essential	To be tested by: Application (A) Test (T) Interview (I)
1.	Educated to GCE A Level or equivalent standard.	Essential	AI
2.	A degree or proven experience in address management or data entry role.	Essential	AI

Experience

No.	Key requirements	Desirable/ essential	To be tested by: Application (A) Test (T) Interview (I)
3.	Previous experience of working within a Local Government environment, preferably within a LLPG or SNN role.	Essential	AI
4.	Experience using GIS software for data capture and map production.	Desirable	AI
5.	Experience of working with LLPG software to capture or maintain address data.	Desirable	AI
6.	Experience of Street Naming & Numbering policy, legislation and processes.	Desirable	AI
7.	Experience in data inputting and cleansing (preferably addressed based) to predefined procedures.	Essential	AI
8.	Knowledge, understanding and experience of implementing property life cycle processes, Data Transfer Format and data entry conventions.	Desirable	AI

Knowledge, skills and abilities

No	Key requirements	Desirable/ essential	To be tested by: Application (A) Test (T) Interview (I)
9.	Excellent technical and IT skills. – General understanding of databases, data processing, standards, GIS tools and address management.	Essential	AI
10.	Knowledge, understanding and experience of maintaining an LLPG and implementation of the property life cycle.	Desirable	AI
11.	Ability to communicate effectively at all levels, including consulting with applicants, councillors and internal teams.	Essential	AI
12.	Good organisational skills.	Essential	AI
13.	Ability to follow procedures and policies with high attention to detail and accuracy.	Essential	AI
14.	Must be self-disciplined with the ability to deal effectively with unexpected situations and use initiative.	Essential	AI AI
15.	Ability to interpret maps, site plans and floor plans	Desirable	AI

Special requirements

No	Key requirements	Desirable/ essential	To be tested by: Application (A) Test (T) Interview (I)
16	Current driving licence	Essential	AI