
Recruitment information

Job description and person specification

Your title	Land Charges Technical Officer
DBS check	This post does not require a DBS check
Post number	FCS382
Your team	Business Support Team
You would be based	Civic Centre
Your line manager	Senior Land Charges Officer

About the role

We are looking for someone talented, enthusiastic and committed to work in our multi-skilled Business Support Team within the Planning and Environmental Health Service.

You could be starting out in your career or in need of a new challenge, or you could have established skills providing administrative and technical support within a planning, environmental health or other local authority department. Experience of working within similar roles would be an advantage, but don't worry if you don't have experience of this as full training will be given.

We want you to be the best you can be. To achieve this, we will create a bespoke learning and development plan for you, to help you increase your responsibilities within the team.

The main purpose of the role:

To assist with the processing of searches of the Local Land Charges Register and standard local enquiries made of the local authority under the management and direction of the Business Support Manager, assisted on a day to day basis by the Senior Land Charges Officer. You will also assist in delivering administrative and technical support for the wider Planning and Environmental Health service as part of the Business Support Team.

Specific duties and responsibilities

- To assist in the daily maintenance of statutory registers e.g the Register of Local Land Charges and any systems and records required for the delivery of the service.
- To undertake such standard procedures as may reasonably be directed in the processing of Local Land Charges searches and the handling of enquiries.
- To exercise all reasonable data and document management functions, including the updating of records, as necessary to the delivery of the service.

- To work to achieve Corporate Plan and Service Delivery Plan objectives and targets relevant to the service e.g completing and dispatching searches in accordance with targeted timescales.
- To record information and operate systems necessary to the monitoring and delivery of all relevant local and national indicators of performance.
- To receive and check search requests, enter requests in an appropriate computer system and account for all fee income.
- To liaise with and notify other business areas of searches received in order that they may verify or check records and advise the service of relevant information.
- To check and interrogate all computer systems, Ordnance Survey plans, paper files, shared data and other relevant records held throughout the Council as may be required to assemble the information necessary to deal with such enquiries
- To answer general enquiries relating to the work of the service.
- To prepare personal searches of the Local Land Charges Register for collection and attend to the requirements of personal search enquirers.
- To carry out such filing, photocopying and other administrative and clerical duties as may be relevant to the work of the service.

Depending on your experience, you may start with us at a higher pay scale and so as you would expect, you would have more responsibility appropriate to that scale. We have set out the extra responsibilities below.

In addition, team members at the higher grade, **Scale 5**, will be expected to:

- To deputise for the Senior Land Charges Officer in their absence.
- Work independently to update and cleanse information held on the Local Land Charges Register.
- Provide information for queries relating to more complex legal requests.
- Update the Environmental Health Register as and when necessary.
- Register CIL/Demand Notices and maintain the CIL Assumption of Liability register.

- Register Section 278 Agreements from Surrey County Council.
- Register Renovation Grants and Houses of Multiple Occupation when received from Private Sector Housing.
- Collect information for others to respond to more complex Freedom of Information requests and complaints.

In addition, team members at the higher grade, **Scale 6**, will be expected to:

- Update the Legal Services Deed Store Register.
- Provide technical administrative support for Planning and Environmental Health Services including database management, day-to-day tasks plus specific projects, record management, document preparation and consultation tasks including the Local Plan.
- Take an active role in projects and working groups to facilitate and improve the efficiency of the Local Land Charges Team.
- Assist the wider Business Support Team in the validation and registration of planning applications.
- Supervise and Mentor other Business Support Team Officers when required.
- To assist on request in the work of other services within Planning and Environmental Health Services and help provide reasonable business resilience in related regulatory functions.

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 time 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 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.

Land Charges Officer
Team: Business Support Team
Salary: £29,028 - £36,666
(SCP18-28)

Post no: FCS382
Hours: 36 per week
Car allowance: N/A

Key requirements	Desirable/ Essential 4	Desirable/ Essential 5	Desirable/ Essential 6	To be tested by: Application (A) Test (T) Interview (I)
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Qualifications and Education					
1	Evidence of having completed education and training relevant to administrative duties	E	E	E	(A)

Experience					
2.	Capable of delivering administrative, clerical or technical support	E	E	E	(A)(I)
3.	Experience of working in a frontline service to the public	D	D	E	(A)(I)

Knowledge, skills and abilities					
4.	Ability to use IT software packages to record data across a range of activities in an office environment	E	E	E	(A)(I)
5.	Knowledge of the administrative, clerical and technical support needs of a Planning and Environmental Health Service.	D	D	E	(A)(I)
6.	Broad understanding of Government guidance and procedures relevant to Local Land Charges.	D	D	E	(A)(I)
7.	Good written and oral communication skills	E	E	E	(A)(I)
8.	Evidence of delivering excellent customer care, including dealing with difficult customers in a calm, polite but assertive manner	D	D	E	(A)(I)

9.	Ability to work with minimum supervision under pressure to meet deadlines/targets in changing circumstances	D	E	E	(A)(I)
10.	To have a positive and flexible approach	E	E	E	(A)(I)

Special requirements

11.	Energy, drive and commitment to personal development.	E	E	E	(A)(I)
12.	A flexible and adaptable person, able to meet varied workload and respond to changing work pressures.	E	E	E	(A)(I)
13.	Active engagement with team members with team members to discuss processes and procedures and improve efficiency.	E	E	E	(A)(I)