



Job Description

Service:	Corporate Services
Job title:	Land Charges Assistant (CN055)
Grade:	C
Hours of work:	Full-time 37 hours per week
Responsible to:	Land Charges Officer
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	No budget responsibility

Purpose of Post:


To assist in the day-to-day delivery of an effective and efficient Local Land Charges Service ensuring a legally compliant, customer focussed and efficient service in line with the Council's objectives. This includes carrying out local land charges searches, assisting with updating the land charges register, collating and verifying search information in accordance with local and statutory procedures and processes.

Key Deliverables:

1. To administer the range of Land Charges functions and to provide an efficient service to others who request searches.
2. To assist in the management and maintenance of an accurate Local Land Charges register, to enable a full and comprehensive response to search enquiries in accordance with the Local Land Charges Act 1975, in accordance with the Council's statutory functions.
3. To compile, collate and return all responses to searches received regarding information on properties or land (both commercial and residential) swiftly and accurately in order to protect the Council from legal action prior to despatch. This will include data inputting and validation of searches.
4. To assist in the compilation and maintenance of service operational systems and records, liaising with other departments and external bodies to ensure data is accurate.
5. Liaising with and co-ordinating responses for personal search companies in accordance with government guidelines.
6. Assisting with queries daily from internal/external sources including solicitors, personal search companies, estate agents and members of the public regarding the completion of searches.
7. To ensure swift and accurate completion of searches by interpreting replies given by departments and interpret statutory provisions referred to in the questions on the search enquiry forms.
8. Practical use of GIS mapping systems and other databases and written records to collate all the relevant information on the site history, which includes spatially capturing information.
9. To take payments, check and reconcile search fees submitted.
10. To form effective working relationships and engage with Officers across the Council, as well as partners and other external bodies.
11. To assist with project work associated with the Land Registry service.
12. To undertake any other duties of a similar level and responsibility as may be required from time to time.

<p>Knowledge and Qualifications</p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p> <p>(E) Essential (D) Desirable</p>	<p>Essential</p> <p>5 GCSEs (Grade C or above including English and Maths) or equivalent.</p> <p>Sound knowledge of office practice and procedures.</p> <p>Demonstrable working knowledge of ICT.</p>
<p>Experience</p> <p>Experience the person would need to do the job</p> <p>(E) Essential (D) Desirable</p>	<p>Essential</p> <p>Experience of working in an administrative environment using appropriate software applications.</p> <p>Maintaining/updating database systems and records.</p> <p>Experience of working with external agencies.</p> <p>Desirable</p> <p>Experience of working in a Local Land Charges service or similar environment.</p> <p>Experience of the IDOX Total Land Charges database system.</p> <p>Experience of using mapping systems.</p> <p>Experience of managing payments and invoicing.</p>
<p>Skills and Abilities</p> <p>Specific skills the applicant would need to do the job</p> <p>(E) Essential (D) Desirable</p>	<p>Essential</p> <p>Good knowledge and experience of using IT systems and software packages to support the delivery of the service.</p> <p>Ability to organise and prioritise own workload and work with a minimum supervision, making appropriate decisions, in order to meet deadlines.</p> <p>Ability to work under pressure delivering a high degree of accuracy.</p> <p>Must be a flexible team player and able to work collaboratively.</p> <p>Excellent analytical skills working with and interpreting spatial and textual data.</p>

	<p>Strong organisational planning and time management skills.</p> <p>Working effectively at all levels in an organisation</p> <p>Good spatial awareness and attention to detail as work will require working with maps and plans, requiring a high degree of accuracy</p> <p>Ability to interact and communicate with people on all levels in person, on the telephone or in writing</p> <p>Desirable</p> <p>Ability to understand and interpret local land charges legislation and an awareness of planning, highways and building control regulations.</p>
<p>Decision Making and Impact on Others</p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<p>Makes effective decisions under time pressure in line with legislation and procedures.</p> <p>Considers all relevant data when making decisions.</p> <p>Inaccurate decisions on supply of Land Charges information could result in loss of income and legal challenges to the Council.</p>
<p>Communication with Internal and External Customers</p> <p>What customers the applicant would be in contact with in the job</p>	<p>Internal</p> <p>Support functions as required, such as Finance, 3C Legal</p> <p>External</p> <p>External Organisations (Legal Firms / Personal Search Companies)</p> <p>Other Local Authorities / Land Charges community</p> <p>Cambridgeshire County Council</p> <p>Internal customer contact 30%</p> <p>External customer contact 70%</p>
<p>Personal Attributes and Other Requirements</p>	<p>Essential</p>

<p>In this section please list any other qualities you are looking for from the applicant</p> <p>(E) Essential (D) Desirable</p>	<p>Be a good team worker demonstrating loyalty and commitment to the organisation and the team.</p> <p>A desire to deliver an excellent customer service experience to all internal and external customers.</p> <p>Desirable</p> <p>Knowledge of local area.</p>
<p>HDC values</p> 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people’s differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.